

Connections

A PUBLICATION FOR BAYSTATE HEALTH TEAM MEMBERS

Laddy Rua Shares Why Baystate is Her Workplace of Choice

Hola! My name is Laddy Rua, I am a manager at the Contact Center in Holyoke, and I oversee the Prescription Refill service line. I have worked at Baystate for 11 years.

When I started at Baystate, I joined just one year after I served 14 years as a Damage Controlman (DC2 SW) in the United States Navy. I went from a career in fire-fighting and Chemical, Biological Radiological support on board Navy Vessels and Fuel Depots to working in an administrative role in an office setting booking pediatric appointments, running insurance, and become a liaison between patients and our practice. It surely was a cultural shock!

Shortly after my entry role as an Access Service Representative, I set goals to grow in the organization and created a mindset to stay on task toward my career path. My first promotion and chance to grow I moved into the Training Specialist role, onboarding and training all new employees in the department. The role evolved and my scope of work and responsibilities shifted, and I received my next promotion as a Quality Education Partner. This role focused on Quality Assurance, Customer Service, coaching, mentoring and Service Line support.

The right timing had arrived, and I was nominated and selected to participate in *The Partnership Leadership Program* out of Boston, Massachusetts. The program was an experience of a lifetime! One of the most amazing professional and personal experiences I have had. Over the course of 12 months The Partnership was the foundation which

inspired me to grow professionally, foster professional and emotional maturity, it set the tone in finding *Who I was, What I wanted to become* and the push that inspired me to believe *I am enough, I will be enough, and I will have a seat at the table!* And I did. Cheers to Cohort 6!



Shortly after our graduation ceremony I was blessed to be promoted to Contact Center Supervisor. The challenge in leadership was tough at first and a hard task to manage both professionally and personally. It was in this role where work-life balance kicked in and I had to take a deep look inside and determine what path I was going to stay in or if I still wanted to reach my goals.

One of the things I enjoy the most about being a Baystate Health employee is the deep appreciation the organization has for military veterans and families. As a veteran, it was very important to me to be able to work in an organization where I felt comfortable and would be able to safely transition from my military life to the civilian world without losing the sense of honor, courage, commitment, and integrity, as I had in the past. Being able to serve today as one of the co-chairs for the

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Veterans, Military, & Honor Guard Business Resource Group is a true honor. The collaboration Baystate Health has with our community and all the many ways our not-for-profit organization helps veterans in our workplace is inspiring.

Baystate Health is my workplace of choice because it is an organization that creates awareness and strives to provide access to better healthcare and encourages employees and our community members to become more aware of their wellbeing in so many ways! It is my choice because I found financially stability, emotional connections, great colleagues, and because it was here, I have found my purpose.

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[Hear more from Laddy](#) at one of Baystate Health’s recent “My Purpose, My Calling” virtual discussion events.