

# Connections

A PUBLICATION FOR BAYSTATE HEALTH TEAM MEMBERS

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**1. Most rewarding aspect of working in healthcare:**

I aspire to make a difference in the lives of our patients, their loved ones and my colleagues. Each day and night our clinicians inspire me through their work ethic, compassion and their

deep commitment to always do the right thing. I am grateful that I find joy in developing relationships with colleagues, patients, and their loved ones. My role allows me to put structure and process around our mission and core values so I can develop strategies and tactics for taking care of our clinicians who care for our patients.

**2. Share an interesting fact that people may be surprised to learn about you:**

I am a lifelong baseball fan. On weekends, you will find me on hiking trails. Although I use the AllTrails app, inevitably I get a tad lost.

**3. Best advice you have ever received:**

Fortunately, I have been the recipient of a plethora of great advice; it's a challenge to narrow down to the best. I have a few. "Tell the truth without blame or judgment." "Listen even when it is hard." "The most important things are often said in silence." Lastly, "self-care is not selfish."



*Joanne and her husband Mitchell in Northern California.*