



# ENVIRONMENTAL SERVICES **HEROES ON THE FRONTLINE** OF HEALTH CARE

Sponsored by:



## Maria Gonzalez

### Northside Hospital Atlanta, Georgia

Maria Gonzalez works in the acute care unit at Northside Hospital Atlanta. She recently contracted COVID-19 and when she returned to work her thoughts were not about herself, but others. "I am fine," she said to Jim Chiari, general manager, EVS. "I am just so glad I am back, so that I can take care of my patients." Since her return, her HCAHPS patient satisfaction scores are at 99%. (Her year-to-date average HCAHPS score is 94%). "She is truly a fearless hero for our mission to care for our patients," said Jim. Maria is CHEST certified through AHE and a Level 3 support technician.

