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Contact: Amy Downing – Director of Marketing (630) 482-8113

Lisa Gonzalez selected as 2017 CommUnity Hero Award recipient for excellence in healthcare

VNA Health Care announces that Lisa Gonzalez was recently selected to receive the 2017 CommUnity Hero Award for excellence in healthcare. The CommUnity Hero Awards was designed to uplift “Champions for a WellCommunity,” someone who tirelessly works to help people in their neighborhood live a better, healthier life. WellCare Health Plans, Inc. and The CommUnity Commitment together sponsor the CommUnity Heroes and HealthCare Heroes Award Programs.

Gonzalez is a Certified Nurse Aide and works as a patient liaison for VNA Health Care. She is based in Aurora, but visits patients at home and in the hospitals throughout VNA’s service area. By connecting face to face with VNA patients, she plays a crucial role in developing a trusted relationship between VNA and the patient. The relationships she develops help to increase patient compliance and ensures the most vulnerable patients do not fall through the cracks.

“I’m grateful for the opportunities I’ve had to work with patients in my community and make a positive impact on their health,” Gonzalez says.

Gonzalez joined VNA in 2005, working as a CNA in the clinic and advancing to team lead, and later case manager for the lead program. In 2014, she was promoted to her current role.

“Lisa understands the challenges and barriers many of our patient face. She visits high-risk health center patients in their homes, and sometimes she must go to great lengths to find patients who have missed critical appointments,” says Claire Dobbins, Vice President of Clinical Services/Chief Clinical Officer. “Patients relate to Lisa and come to trust her, and she quickly becomes their ‘go-to’ contact at VNA.”

VNA Health Care provides affordable health care to 65,000 women, men and children living primarily in Kane, DuPage, and Will counties. VNA runs ten community health centers and is nationally ranked as a top performing health center as a result of patient outcomes such as prenatal care, adolescent weight screening and counseling, vascular disease treatment, blood pressure control, healthy birthweights, and asthma care. VNA’s combination of convenience (by appointment or walk-in), patient-centered technology and expert care delivered with respect and compassion have led to these results. VNA is accredited by The Joint Commission.

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