

Recognizing Outstanding Service Excellence



**Janine Scherling
Casey Eye Institute**

Diane Wilker from Casey Eye Institute submitted the following nomination . . .

Janine Scherling is an ophthalmic technician for the Casey Eye Institute-Waterfront. Janine is the only technician for the Senior Residents clinic. Janine is the right hand to each resident as they enter and work in this clinic. We all know that establishing a bond and having the ability to work closely and efficiently with your physician can take time as you learn each other's styles. Janine is challenged to establish this bond and work effectively with each resident on a constant rotation of every three months. With each new resident she walks them through the process of the clinic, helps them with clinic issues, works with all the patients, schedules the surgeries and the list goes on. It is a daunting job. Imagine repeating it every three months!

Janine recently had her yearly review and I asked the current and past residents for feedback. I was extremely impressed with the responses I received. Here is just a short summary of comments;

"She is absolutely fantastic. We as residents are blessed to have her."

"Let me say up front she is the best I have worked with in 14 years of being in ophthalmology. My heart goes out to her knowing that she has to go through a "break up" every three months after she just got used to working with us. She is always flexible at the beginning of rotations to make adjustments to a new resident's work style and demands."

"She is the most superior technician I have ever worked with. She makes the experience for residents incredible and she should be commended. Without her the rotation would not be possible."

"I can't think of anything she could improve on except that maybe she does too much for us. She is well organized, efficient and wonderful to work with."

Janine was also awarded a gift from the Senior Class for her outstanding contribution to the resident clinic program. This is very important to the residents and the Casey Eye Institute. Janine has been very instrumental in its success.



Award Recipient - November 2008