

Extraordinary People

Case Managers



Jenifer Felinczak

Alicia Morton

Patty Roche

... personalized care

If you ask these three women to name their job title, they'd tell you they are case managers. If you ask a patient that same question, you might hear words like angels, allies or advocates. During what can be a difficult and stressful time, case managers look at the big picture to determine what patients need both during their stay and after they go home.

Our team says, "Many patients come into the hospital not knowing much about the healthcare system or the resources available to them. We're happy to provide patients with information and help them navigate through unfamiliar territory.

"We have a great group of case managers. We all have our strengths. Some of us are really good with kids, the elderly or high-risk patients while others are better with the business side of case management, but in the end we complement each other and work as a team."