

Collin County

Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Bethany MacDonald

Honoree's Job Title: Health Care Analyst

Department: Health Care Services

Years of Service with the County: 1 year

Why the Honoree is receiving a GEM Award:

Bethany was tasked with managing the CPR instructor certification and employee certification process for Heath Care Services. She has exceeded expectations by going above and beyond her assigned responsibilities with this program. Management of the CPR recertification program involves complex interactions between an external vendor, internal instructors with varying schedules, and a large county employee base. Bethany streamlined the process between the vendor and instructors and delivered a smooth recertification process for existing instructors and certification for two new instructors across two different CPR disciplines. In addition, she took the lead in scheduling training sessions for hundreds of Collin County employees in 2024. Bethany managed the documentation, promptly communicated with the vendor, and ensured timely issuance of certification cards. Her efforts have significantly improved the efficiency of CPR class preparation and post-course processes, which has allowed staff a quick return to work and patient care duties. Furthermore, Bethany reorganized historical CPR records and documents for Collin County, which is required for audits. Over the past six months, Bethany's supervisor has received repeated emails and phone calls from both instructors and students praising Bethany's hard work managing the CPR program. Bethany's exceptional coordination skills and hard work makes her a deserving recipient of this GEM award.

Approved by elected official or department head on the 30 day of May, 2024


Signature of Elected Official or Department Head