



FISHER~NIGHTINGALE HOUSES



The Broxson Award was created to recognize the individual on the Wright-Patterson Medical Center staff who most significantly touched the lives of families residing at the Fisher and Nightingale Houses with compassion and support.

The award is named after Dr. Emmet Broxson, Director of the Pediatrics Specialty Clinic, Wright-Patterson AFB Medical Center from 1988 to 1996 and was established by the founder of the Nightingale House, Capt. Gretchen Lizza.

2017 BROXSON AWARD RECIPIENT

Interagency Program Coordinator Earns Award

An annual award meant to honor an individual who has significantly touched the lives of patients and families the Wright-Patterson Air Force Base's Fisher Houses with outstanding compassion and support has gone to an interagency program coordinator. He has been known to pick up and drive a veteran from the compassionate care facility to a medical appointment or surgical procedures at 4 or 5 am.

Roger (Tony) Crews serves as a liaison between the Wright-Patterson Medical Center and the Veterans Integrated Service Network 10, which includes 10 VA medical centers and 63 VA community-based outpatient clinics, serving more than 685,000 veterans located throughout the lower peninsula of Michigan, Ohio, northern Kentucky and Indiana. He works to ensure veterans receive specialty care like urology, cardiology, orthopedics and neurosurgery when the opportunity exists within the 88th Medical Group.

Crews received the award in December during the holiday party for the Fisher Houses. The award was presented to Crews by Colonel Shari Silverman, 88th Medical Group commander. She was assisted by Karen Healea, Wright-Patterson Fisher House manager.

A native of Greenville, Ohio, Crews has been working in his current capacity at Wright-Patterson since 2014.

The Emmett Broxson Award is named after Dr. Emmett Broxson, who served as the director of the Pediatric Specialty Clinic at the Wright-Patterson Medical Center from 1988 to 1996. The award honoring Broxson is the most prestigious recognition given by the Fisher Houses in honor of the families served.

"The Broxson Award recognizes an individual who epitomizes caring and compassion, Silverman said. "It is no surprise that our Fisher House guests selected Mr. Tony Crews as this year's Broxson Award winner. Tony



Roger (Tony) Crews is the 2017 winner of the Emmett Broxson Award, nominated by patients and their families at Wright-Patterson Air Force Base's Fisher Houses. Crews works to ensure veterans receive specialty care like urology, cardiology, orthopedics and neurology when opportunity exists within the 88th Medical Group. (Skywrighter photo/Amy Rollins)

a five-star patient experience," Silverman continued. "Not only has Tony provided outstanding customer service to our veterans, he upholds the goals and ideals of the Fisher House, ensuring they have a home-away-from-home. If you ask Tony, however, he'll only say he's just doing his job."

"The Fisher Houses receive consistent and endless thanks and appreciation regarding Tony's exemplary customer service and caring attitude," said Karen Healea, Fisher House manager. "He is patient-first, and ensures that they receive the highest level of service."

Crews said he is honored to serve local veterans and loves his job.

"I coordinate with a number of agencies from the VA and our 88th medical personnel. It's a huge team effort," he said.

Such efforts can include working with the 88th Security Forces Squadron to obtain base passes for veterans and directing them to the Fisher Houses for accommodations.

"The Fisher Houses are incredible in what they do for the veterans," Crews said. "The veterans can't believe the facilities we have here; they are amazed."

Some of the veterans have social and welfare needs.

"They are very appreciative of the respect and care we give them," he said. "They deserve our gratitude and help."

Serving the veterans is a win-win, Crews noted.

"It develops currency with our doctors, nurses and everyone involved for down the road and down range," he said.

Crews knows where veterans are coming from. He retired from the Air Force after 21 years of service as a medical administrator, mostly working in medical information systems. He was deployed to Balad Air Base, Iraq, in 2005 with the 332nd Expeditionary Medical Group.

"It gives you a new respect for life," he said.

"I feel honored to win the Broxson Award and to be recognized for my work," Crews said. "I really love the veterans. They're what make this job easy. I'm blown away and very honored."

Word is spreading about what is being accomplished at the 88 MDG. Crews said he is consulting with Nellis AFB, Nevada, to replicate Wright-Patterson's success with its program.

– Amy Rollins, *Skywriter*

About the Fisher Houses

The Wright-Patterson Fisher Houses are compassionate care facilities for servicemen and servicewomen, veterans and their families, location on Wright-Patterson AFB within walking distance of the hospital. The houses provide a comfortable place to stay, serving patients and families from all branches of the military receiving active medical treatment at the medical center. The Houses provide a home-away-from-home for families in need. Twenty-one rooms are available.