

Retirement

Adventure Awaits

coming this July!

*Lisa...
Manager
Woman
Legend*

*Goodbye Tension.
Hello Pension!*

*10 Best Examples of
Retirement Messages
for a Great Friend &
Boss*



Lisa Gaspe
40 Years in Patient Access

Lisa

Manager, Woman, Upstate Legend

After 40 years of dedicated service to SUNY Upstate, Lisa Gaspe, Senior Patient Access Manager is setting her sights on a well-deserved retirement where she will be spending more time with her sweetheart, Chuck, her two daughters Alyssa and Jordan and her grand puppies.

Just who is Lisa Gaspe?

We all know Lisa as the Manager of Patient Access at the Downtown Campus.

She is renowned hospital wide as a wealth of knowledge, a go-to when you do not know where else to turn, a person that finds what you need and finds the underlying cause of every issue.

But what else do we know about Lisa?

Lisa began at Upstate Hospital in September of 1983. Across four decades she has worked in all facets of what is now the University Hospital Patient Access Department. Even those who do not work with Lisa directly have benefitted from the expertise of this wonderful lady. Lisa's mastery of registration and hospital admissions, her valuable input with policies and training along with her general passion for helping people has helped develop our great division.

Here are some little-known facts about Lisa.

She honed her people skills as a server at a bowling alley. She dabbles in candy making (those of you who were with her in the early days of her career may remember Lisa's "special" chocolate pops). Lisa absolutely loves hot dogs and regularly visits Heid's. Her favorite color is red. She finds Lucy Riccardo funny, and her favorite pastime is watching boats pass in and out of ocean ports.

Lisa has always been one who can easily spark up a conversation and make others comfortable in her presence. But do not let her calm and friendly demeanor fool you into thinking she is meek. Lisa has a wild side. Her dream has always been to have big hair and to dance as a Rockette at Radio City Music Hall. However, if that does not pan out, her second option is driving tractor trailer across country. Picturing Lisa in logger boots and flannel with her welcoming smile must put a grin on your face. It does mine.

Whether you know Lisa as a friend, a confidant, a mentor or just that dependable manager with all the answers, we can all agree she is unforgettable and someone who has made their mark on the hearts of the many patient access team members who have crossed her path. Some have left Upstate, some have stayed but moved away from patient access, and some, like me, have stayed with PAS because of the great respect we have for the person Lisa is and the person she shaped us into. We are her Upstate Legacy and if we continue with just a little of her understanding, compassion, and professionalism we will continue to thrive and grow and be something she can be proud of for years to come.

Tricia Eldred

Retirement Messages for a Great Boss & Friend

Wondering what to say to a wonderful friend, co-worker, and boss when it is time for them to retire? The messages below are more than just words; they reflect respect, admiration, and happy wishes for an especially amazing person as they embark on an exciting new chapter.

As Lisa steps into this well deserved phase of life, the hope is that her future her future adventures are rewarding and successful just as her professional life here, at Upstate, has been.

1

I have worked with Lisa for my 31 years here at Upstate. She has always put the patients and her staff front and center when making decisions. Even in the most stressful of situations, she balances humor and kindness. She is always creative and willing to try innovative approaches. She will be deeply missed!

~Shelley White

2

I would for sure like to wish her well. She is not only great at her job but one of the only people I have ever worked with who is always positive and honest. We have been through HORIS, IBAX, CAIS, and EPIC and she has been a valuable resource I could count on for anything. I will miss her.

~Tammy Blackburn



3

Lisa is the most wonderful boss and friend a person can have! She is kind and caring and will also try to help you with anything. Lisa has retained so much knowledge from the years past which helps all areas. Lisa is always available after hours should her staff need assistance with work questions or problems. Lisa, I will miss you very much! Enjoy retirement!

~Vickie Niedzwecki

4

As I sit down to write this tribute, I find myself overwhelmed with emotions. How does one put into words the impact that someone so special has had on their life? For over 20 years, you have been more than just a boss to me. You have been my second mother, sister, mentor, and best friend.

You have watched me grow into my roles, always encouraging and never judgmental. Your open-door policy made it easy to seek guidance and support, knowing I would always be met with fairness and transparency. Your brutal honesty, while sometimes challenging, was always what I needed to hear, and it has shaped me into the leader I am today.

Your unwavering support and belief in my abilities have been a constant source of motivation. You have taught me the importance of integrity, kindness, and resilience. The lessons I have learned under your guidance are invaluable, and they will continue to influence me for the rest of my life.

Your retirement marks the end of an era, but the legacy you leave behind will endure. You have touched so many lives, not just mine, and we are all better for having known you.

Thank you for everything I will forever be grateful for your mentorship and friendship.

Wishing you a retirement filled with joy, relaxation, and laughter.

~Bridget Dooher



5

It has been quite a ride! I cannot imagine what this place will be without you... or what you will be without this place! I hope all the best things are next for you, and that you find your next chapter full of people, places, and things you love.

~Anne Otterness

6

Lisa welcomed me into this department twenty years ago and made me feel so comfortable that I never left. She has always had an open door, an ear to lend, a shoulder to cry on, advice to give, and a kick in the butt if I needed one. You will be missed Lisa, but I am so happy for you! Make the best of every single day and have fun! You deserve it!

~Harmony Mantor

7

I have had the pleasure of being Lisa's colleague for too many years to count. Her professionalism, expertise and can-do attitude has always impressed me. I feel extremely fortunate to have had Lisa as a resource- knowing you will be greeted with a smile, have her immediate attention, and confidence in her ability to follow through. I respect Lisa tremendously for the job she has done and recognize how fortunate the organization is to have her on the Upstate team. Congratulations! Today is your day. You are off to wonderful places. You are off and away! -Dr. Seuss

~Candia Keehfus



8

Lisa you are one the sweetest woman/ funniest woman I have ever met. Your sense of humor is what I will miss the most. Upstate will not be the same without you. But I understand it is time for you to live life and enjoy your retirement. I wish you nothing but the best and let us do dinner soon!

Love ya! ♡♡

~Jessica V from the coffee shop

9

Lisa was the first person I met in PAS after orientation. She took me in made me feel like family and for that I am eternally grateful. Lisa is a great teacher, mentor, and friend. I will miss her and her sense of humor.

~Carol Andrews

10.

I have learned so much from you and will miss your sense of humor. You are a phenomenal leader and an even better person. I hope retirement lends you many years of relaxation and travel. Be sure to stay connected and know that I am one phone call away for a trip to Heid's. ~Kaniesha Mason



Wishing you a retirement filled with relaxation, joy, and the fulfillment of your dreams.
~ All of PAS





A **Truly Great Boss** is *hard to find*, DIFFICULT TO PART WITH
& **Impossible to Forget.**