

Northwest Community Hospital and NWC EMS System  
800 W. Central; EMS offices in Kirchoff Behavioral Health Center  
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Date: January 5, 2022 **System Memo: # 401**  
To: All System members  
From: Matthew T. Jordan, MD, FACEP  
EMS Medical Director  
Connie J. Mattera, MS, RN, PM  
EMS Administrative Director  
RE: **Departure of Susan Wood from the NWC EMSS**

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We are announcing that Susan Wood, MSN, PM, EMS CE Coordinator, will be leaving the Northwest Community EMS System (NWC EMSS), effective January 17, 2022.

During her tenure with us Susan has been an impactful educator. She has been instrumental in mentoring many new EMS instructors and modifying and improving the System entry and Peer Educator approval process. She rapidly became a subject matter expert on virtual meeting and remote learning platforms and helped with our rapid pivot to on-line learning when the pandemic first hit. She has been a champion of in-station block scheduling that strives to balance provider needs and educator requests, student engaging educational methods, and quality EMS care.

Over the years she has mentored new chairs of the PBPI and R&D Committees, served as the System liaison to the Region IX Education Committee, and has been the assigned EMS Educator for the Mount Prospect and Lincolnshire Riverwoods EMS Agencies.

Many of you simply know her as a valued friend and colleague who helps you navigate through whatever problem you are facing or with whom you celebrate those milestone moments that make life worth living.

We are deeply grateful for her many contributions to the System and wish her all future personal and professional success.

Because of current pandemic restrictions, we will defer a System recognition reception until group gatherings are allowed, but we encourage our members to express their thanks to her now in a way that affirms her value to us and preserves our safety. She can be reached at:

312-203-7978

[susanwemsrn@gmail.com](mailto:susanwemsrn@gmail.com)

Thank you for your patience and understanding during this transition period. We will rapidly begin the search for a qualified educator to fill this key role and hope to announce a successor very soon.