



Yellowjacket Heroes – Artesha Gladney – class of 2002

Confusion. Uncertainty. Fear. These are all emotions that 2002 graduate Artesha Gladney encounters in patients as a scheduler for the University of Kansas Medical Center. The rapidly changing landscape of medical care has created challenges for both patients and health care workers as they deal with new policies and procedures almost daily as the medical understanding of COVID-19 changes.

While Artesha does not encounter patients face-to-face, she certainly deals with their concerns. Many elective procedures have been delayed or cancelled as the health system focuses on COVID-19 and minimizing unnecessary exposure for patients and health care workers. Determining what visits are “essential” is a constant challenge.

Artesha was drawn to work in health care after a series of personal experiences with the system with the birth of her daughter along with the personal tragedies of the death of her sister and her mom’s battle with cancer.

As in all things, there are silver linings in the challenges we face. Artesha has seen an increase in the level of teamwork as employees pitch in to help everyone get through their day. Even tasks as simple as getting meals are complicated by safety concerns and it is only with the help of each other that staff manage the challenges. The health care profession is often broken into silos of professional responsibilities, but Artesha has seen the silos break down as all team members go beyond their traditional roles to lend a hand.

Thanks to Artesha and all our Yellowjacket Heroes on the front lines!