



FROM THE EXECUTIVE DIRECTOR

Remembering One of Our Own

■ LOU ELLEN HORWITZ, MA

If you have been a member of the Urgent Care Association of America (UCAOA) for a while, got your urgent care center accredited in the very early days of the organization, or bought the *Policy and Procedure Sample Manual*, then your life has likely been touched by Kathy Crampton.

I first met Kathy in Lake Tahoe at UCAOA's 2nd annual meeting. I believe she was in our storage room helping the staff put together course materials after a printing problem. When I learned she was also a board member, it made very clear both what kind of an organization UCAOA was, and what kind of person she was. In that early introduction, she instantly embodied the "roll up our sleeves" attitude that underlies UCAOA still today.

In UCAOA's early history, Kathy's main contribution to the field was the development of the criteria for center accreditation (UCAOA's own independent program back then). She and her team basically set the very first standards for what a quality urgent care center should be.

Almost 6 years later, when it came time to choose an Editor for our *Policy and Procedure Sample Manual*, she was an easy choice. Kathy brought a clinical background (RN), extensive experience in urgent care operations, and an understanding of the need for policies and procedures in the average urgent care center. Besides that, we really liked her and had always found her professional and easy to work with.

If you have ever attempted to write your own P&P manual, you know that it is a daunting task. Even though we already had a foundation of policies to work with, wading through the differences in those, organizing them into a coherent whole, and developing them into a usable finished product was a tremendous undertaking. All told, from first glance to finished product it took **11 months**. The P&P manual was finally published on December 28, 2011.

One month later, on January 25, 2012 Kathy Lou Hwass Crampton Marrapodi passed away. What I have not mentioned

in this column yet is that, during most of her work on the P&P manual, Kathy was very, very sick. When Kathy accepted the role of editor of the P&P manual, her illness was in remission. During the project it returned, and although she was in and out of the hospital at least

four times in 2011, she never stepped away from her dedication to completing the manual. Kathy knew from years of experience how important it was for the industry, and did everything in her power to get it done for you.



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With Kathy's passing, I learned a lot more about her other contributions to the world, her dedication to community and family, her love of laughter and fun. Her final gift to urgent care was the manual we had been trying to bring to fruition for a long time, but our industry was just a small part of this amazing woman's very full life.

Kathy got married just a few weeks before she passed away, and I so appreciate the message in that for all of us. No matter how bad things may be, there is always love in the world, and something or someone to be thankful for. In her last email to me when she sent in her final draft, she signed it "Blessings and Gratitude!" That's the kind of person Kathy was, and I know I speak for many of you out there when I say that we were honored to know her, and to call her one of our own for a little while. Thanks, Kathy. ■



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