

# Margaret, Grace, and Rosa Named McKnights Pinnacle Award Winners

AVP of the Center for Home Care Policy and Research Margaret McDonald, Director of Care Management Grace McGhee, and Director of Support Services for Personal Care Rosa Marcus received McKnight's Pinnacle awards. Margaret, Rosa, and Grace were recognized for their commitment to driving change, inspiring others in their field, and establishing themselves as successful health care leaders. They won awards in the following categories:

- Unsung Hero Award: **Rosa Marcus**
- Thought Leader Award: **Margaret McDonald**
- Setting the Standard Award: **Grace McGhee**

## Margaret McDonald

Margaret has spent 20+ years advancing home- and community-based health care. Guiding a team of 30 researchers, she focuses on improving care for vulnerable and underserved populations, including the older adults, homebound individuals, those with chronic complex conditions, and more.

A prolific author of over 100 scientific publications and the recipient of numerous honors, Margaret's work has improved the health and wellbeing of millions of people. Her team's NIH-funded research advanced insight into areas such as care disparities in BIPOC communities, hospice utilization, and innovative risk predication models and decision-making tools.

As a leader, Margaret fosters collaboration among her team and other clinicians, scientists, and providers. Thanks to her efforts, crucial health care information and groundbreaking solutions to health care were found. Her initiatives, like using technology to reduce medication-related risks, have set new standards in health care. She also helped establish data infrastructure that enabled providers nationwide to create reports and dashboards for quality improvement and develop evidence-based practices.

Her vision drives innovations that close care gaps, empower workers, and improve health outcomes for millions.

## **Grace McGhee**

As Care Management Director, Grace leads a team of 100+ care coordinators who serve over 22,000 members in our Managed Long Term Care plan. Her team crafts personalized care plans that address the unique needs of each member, ensuring they remain independent at home while also helping them navigate the complexities of the healthcare system.

Her expertise in care transitions and her commitment to interdisciplinary support improve health outcomes for older adults and underserved communities. Grace and her team often go the extra mile, making telephonic check-ins as well as conducting in-home visits to identify challenges patients face and create tailored solutions.

*It's about meeting people where they are, and getting a fresh perspective on how someone lives, so we can help them make adjustments that suit their unique needs.*

*– Grace McGhee, Director of Care Management*

Grace is also an adjunct professor at the College of Mount Saint Vincent. She mentors the next generation nurses and DNP students, guiding them on how to provide compassionate care in the home care field. She chose her current career path after working as a home care nurse in the Bronx for underserved communities. She witnessed the impact social determinants had on health care firsthand, especially for older adults and low-income families. Grace took her experience as a nurse to make sure all New Yorkers get access to the care they need and receive it.

## **Rosa Marcus**

In her 40+ years at VNS Health, Rosa Marcus exemplifies dedication and compassion in her role as Director of Support

Services for Personal Care. She leads a team of over 20 individuals that support 6,000+ Home Health Aides (HHAs), ensuring seamless service delivery through visit verification, compliance and quality, and problem-solving. Rosa and her team also guide and train HHAs on new technologies to enhance quality of care.

Rosa played a pivotal role in launching HHA Emotional Support Calls during the pandemic, creating a vital lifeline for thousands of HHAs that continues to this day. She encourages communication between team members and patients, making sure they can provide culturally sensitive care for diverse communities. Rosa also ensures HHAs communicate effectively with each other, who collectively speak over 30 languages.

During the pandemic, Rosa spearheaded the transition to remote communication for HHAs and helped develop the HHA Resource Center, providing quick access to online information and support.

While her work is mostly behind the scenes, Rosa is vital in enabling HHAs to provide exceptional care, allowing clients to get the care they need in their homes.

We thank Margaret, Grace, and Rosa for their continued commitment to providing the highest quality of care to our neighbors in their homes and communities.

Read the full list of pinnacle winners [here](#).