



Elizabeth Meredith
Manager, Customer Solutions
Denver, CO
Great Midwest Region

Elizabeth's Career Path
2000 – PSR

2004 – Administrator

2007 – Patient Services Supervisor

2017 – Manager, Customer Solutions

Career Path Story: **Elizabeth Meredith**

Words of Wisdom

Looking back on her career path, Elizabeth has these insights to share:

- There is support; you just have to reach out. Many of us have been there at some point, so help is there if you ask for it.
- Step out of your comfort zone and live something new. If you stay in the same spot, you tend to stop learning.
- It doesn't hurt to fail. If you interview for a position and don't get it, learn what you need to work on for next time.

Elizabeth's Personal Path

Liz started out as a medical assistant in an office when a Quest phlebotomist who told her about an open position. She wanted to challenge herself with something new, so she applied for the position.

The biggest challenge was honing her phlebotomy skills. She learned all she could and reached out to other phlebotomists, who shared tips. Despite the challenges, Liz enjoyed her job: "I loved that my only responsibility was taking care of patients. It was nice to just have that connection with patients and let caring for them be my focus."

Liz loved Quest and wanted a career, so advancing seemed like the next step. Liz worked on her college degree for fourteen years, using the Quest tuition reimbursement program and taking one class at a time whenever she could, balancing being a mother and a professional finishing her degree in 2014.

"I've always been driven to do more and challenge myself." Liz was an administrative assistant when the supervisor position opened, and she knew she would kick herself if she didn't try for it. "I wanted to be a supervisor who engaged with staff. I see them as adults who come to do a good job and want to be worked with as individuals."

Liz's greatest challenge was the change from peer to boss. But she had a mentor in her manager, Karrie Brickham, who supported and encouraged her growth. Kim Lyons was also supportive, providing help and advice whenever Liz called.

Even when the job is challenging, Liz says, "My staff is my biggest source of enjoyment—to see them grow and take on new responsibilities. I encourage them to go back to school no matter how long it takes. I tell them to go and get it and make yourself proud."

Looking at her journey, Liz says, "I am proud that I have a very low turnover rate with my employees. They choose to stay with me, so that makes me proud that I am doing something right."

Looking at her journey, Liz is very proud. **"It hasn't been easy. Leadership training has been a huge support. I wouldn't be half the leader I am without that. I absorb what Quest teaches and grow in that, applying it every day."**