



Heidi Collins
Supervisor
Grand Rapids, MI
Great Midwest Region

Heidi's Career Path
1998 – PSR I
2011 – PSR II
2015 – Supervisor

Career Path Story: Heidi Collins

Words of Wisdom

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

- Never be afraid to ask for help or advice from your superiors.
- Quest is full of nice and helpful people who go out of their way to assist when they know someone is in need.
- Everyone has bad days at work, no matter what company they're with. It's best to stick it out and work through them.
- Have a positive attitude toward your coworkers and patients.

Heidi's Personal Path

Heidi was first introduced to phlebotomy through a high school course offered by a local technical college. Once she graduated, Heidi entered nursing school but realized that she enjoyed phlebotomy and the lab environment and decided that phlebotomy was a better fit for her. "I really enjoyed connecting with patients and feeling that I was able to provide them with quality care." She also connected with her coworkers and the facility staff.

One of the most difficult challenges for Heidi was learning to accept the variety of patient behaviors and attitudes, not all of them positive. She wanted to treat each patient with respect and empathy, and through work and experience, Heidi grew confident in her ability to handle difficult patient situations. She also relied on mentors to help and encourage her throughout her career. Cindy Floyd, one of Heidi's coworkers and trainers, has been a huge support to Heidi from the beginning of her career and inspired Heidi with her amazing work ethic. Heidi is also supported by her manager, Kelly Vela, "who is a great leader," and a fellow supervisor, Su Posthuma. "They come to my rescue any time I am uncertain of how to complete a new program or task."

All of Heidi's hard work and dedication to learning and growth have paid off with advancement in her career and a family of coworkers who bring her joy and allow her to give back some of the mentorship and encouragement she has received. "It makes me proud to see how much I have accomplished, and I love to train employees and then show recognition for the hard work they do."

Heidi emphasizes that dedication to work and family pay off: **"I was very excited to advance and felt it acknowledged my hard work and dedication. I feel like I had a lot of motivation from my family and coworkers, my second family. I knew I had to work hard to provide for a large family, and I didn't want to let my coworkers down either."**