



**Erika Horne**  
Supervisor  
Hartford, CT

North Region

**Erika's Career Path**

1986 – PSR I

1997 – Client Services in the lab

2003 – Client Services Group Lead

2006 – Customer Solutions Rep

2008 – Customer Solutions  
Supervisor

2013 – Patient Services Supervisor

## Career Path Story: **Erika Horne**

### Words of Wisdom

If you are curious about how to prepare yourself for your own unique journey, Erika has these words of wisdom to share:

- Choose your attitude; make your work life the best it can be.
- You will make mistakes; learn from them and move on.
- Relationships count. Treat everyone as you want to be treated.
- Remember that putting the patient first in everything you do really does matter. You never know when it could be you or someone you love.

### Erika's Personal Path

Curiosity, flexibility, and a willingness to ask questions have led Erika on a full-circle career journey from Patient Services to Customer Services and back to Patient Services.

Erika's healthcare career began fresh out of phlebotomy school in 1986, when she landed a job as a phlebotomist at a company that was later acquired by Quest.

In 1997, after getting married and starting a family, Erika moved to Client Services in the regional main lab to pursue a "more stable schedule." Erika noted that transitioning to Client Services was more challenging than she expected. However, because she was willing to learn and to quickly apply her new knowledge, she was given more responsibility. She moved up to group lead, then transitioned to a role in Customer Solutions.

Erika's curious mind was well suited to the Customer Solutions role; while there was a lot to learn, Erika relied on asking questions and figuring out the answers to the challenging questions. Opportunity presented itself again in 2008. Erika explains: "I was very lucky to be in the right place at the right time when I was promoted to supervisor." Erika's diverse Quest experience served her well in 2013, when the Customer Services department where she was a supervisor transferred all its work to one of the two National Operations Centers (NOCs).

At that time, Erika decided "to take advantage of the opportunity to go back to my roots in Patient Services, but this time, as a supervisor." While it may be unnerving to some to move from direct patient care to Client Services and back to supervising others in Patient Services, Erika has thrived on the variety, the challenge, and the unique opportunity to make a difference in so many ways.

Erika would like to acknowledge the support of her manager, Susan Basile: "Susan has been very supportive and helpful. She will listen and go to the mat for you when needed. She lets me be the best me."

Erika encourages others to take an active role in their career development: "**Be curious about things so that you expand what is possible for you. Be an advocate for yourself.**"