

August 8, 2013

Dear Friends and Colleagues,

Here are three recent examples of why we do what we do, and why we should feel good about what we do every day. Yes, we get paid for caring for patients and our community. But as these stories illustrate, we serve because we care.

- A few nights ago, RN **Diana Sherrill**, a newborn nursery charge nurse, emailed me the following:

*“RN **Nichole Cianciulli** recognized a Mom this evening in the newborn nursery with her photo therapy baby. This triggered a memory of this Mom from two years ago. Mom has a genetic condition which causes her babies to spike early, high bilirubin levels among other things. Her last baby was very ill from this. We did not know for certain what was wrong with that baby until the PKU [Phenylketonuria, a rare metabolic disorder] came back positive. Nichole’s great memory, quick thinking, intervention by verifying facts with Mom through an interpreter, and persistence with the Neonatologist will hopefully decrease the necessary medical interventions and aftereffects with this newborn.”*

- A story of life-saving collaboration and recognition from **Megan Howard**, BSN, RNC-NIC to a colleague of Dr. **John Nolan’s**, past Chair of Anesthesiology and wonderful educator:

*“I would like to acknowledge **Wes Whitright**, CRNA, for going above and beyond for one of our patients in the Neonatal Intensive Care Nursery (NICU), where I was the charge nurse that night. We were caring for an infant whose condition rapidly deteriorated and was proving to be a very difficult intubation (placing a breathing tube). Our neonatologist, respiratory and nursing staffs worked together to try to stabilize this patient. The neonatologist agreed to see if anesthesia was in-house to assist, and the Labor and Delivery team was asked to have Wes come to our unit. To be called to the NICU is quite rare for a CRNA, especially in the middle of the night. Wes was extremely helpful and supportive, ultimately securing an airway for this infant in crisis. He should be commended for his skills and professionalism.”*

- Finally, a story from a consumer about two Wellness employees who went significantly above and beyond their job responsibilities in a time of need:

“On Sunday morning I went to the Wellness center for a swim, and as a creature of habit, I put my jewelry in a pouch which I keep in my gym bag. To ensure that my wedding ring set does not get lost, I keep my gym bag with me at all times. Upon returning home, I unpacked my gym bag (pouch included) to discover my rings missing. I was devastated and began an exhaustive search, tracing my steps that morning, searching my house, car, and gym bag.

*“My personal trainer **Jill Roy** was working that day, I asked if she could look around the pool and ladies locker room for my rings. She was very remorseful when she did not find them. My wedding ring is important but I was mostly upset I had lost my mother’s irreplaceable wedding band. Later that afternoon Wellness Director **Bethany Jameson** read about my situation via Facebook and asked to meet us at the Wellness pool. At 8 pm, in the dark, she searched every inch of the pool area and locker room. We did not find the rings, but Bethany instilled great hope by offering to have the pool backwashed and taking a close look at the filters. To say Bethany and Jill were helpful is an understatement, but their physical actions pale in comparison to their emotional support and empathy. They said, “Don’t give up hope, they will turn up.” It turns out they were right. I found both rings safe and sound in my jeans pocket three weeks later. It is refreshing to know there are people out there that will go the extra mile for no other reason than that they just care about other people.”*

Ours is a team of wonderful, competent, compassionate colleagues who save lives and ameliorate misery. These four colleagues are good examples of why we do what we do.

Respectfully,



Allen S. Weiss, M.D., President and CEO

P.S. DO YOU HAVE A COLLEAGUE OR FRIEND WHO WOULD BE INTERESTED IN THESE UPDATES? Please enter their email address below, and we will add them to our complimentary mailing list. No cost or obligation. And of course they may unsubscribe at any point they find the content uninteresting. Just enter their email address, and we shall send them a "Welcome" note, indicating you have recommended them to receive the newsletter (again, this is free and without obligation of any sort).

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