

April 24, 2008

Dear Friends and Colleagues,

Congratulations to Dr. Barbara Britten for ushering in the return of the COMPASS award.

Dr. Britten, a new NCH hospitalist, received the COMPASS award from Susan Th roux, Nursing Director of 4S, 2N and 4SE, at last week's Annual Medical Staff meeting. The COMPASS award was originally conceived by our former Chief Medical Officer Dr. Perry Gotsis and recently rekindled by new CMO Dr. Aurora Estevez. It honors particular caregivers for their contribution to NCH patients and staff.

The COMPASS recognizes what is great about physicians and nurses *working together* to create and sustain a wonderful environment of care for patients, families and each other. Why "COMPASS?" The letters spell out how all of us should conduct ourselves in healthcare.

- ◆ "C" is for caring, compassion and collaboration. "O" is for open, objective and observant. "M" is for meticulous, mentor and model. "P" is for professional, pleasant and positive. "A" is for approachable, appreciative and *No* attitude. "S" is for superior skills, standards and sociable. "S" is for special.

Each quarter, we will select from all involved in patient care, a specific caregiver who reflects all these attributes. In Dr. Britten's case, here's what Susan wrote about her:

- ◆ *"Dr. Britten has displayed a high degree of integrity, responsibility and compassion. She is definitely a leader in our hurried industry, rather than a follower. Many of us feel she is a perfect example of what all physicians, and all clinicians, should aspire to be."*

Well said and certainly true.

Dr. Britten and her team have learned, as they say in medical and nursing schools, *"We cannot always cure but we can always comfort."* Recently, Dr. Britten's compassion for patients and families came through brilliantly when she both consoled and advised a family to move a loved one to Hospice from an involuntary psychiatry unit. Everyone, and particularly the patient, benefited from being cared for in the right place.

All who know her agree that Dr. Britten is positive from 6 a.m., when her day starts, to late in the evening, when her day concludes. She listens actively to everyone – patients, families, nurses and other caregivers – and takes time to help others with their concerns. She is, in short, the very model of a COMPASS award recipient.

I understand that in tough economic times, such as those we are experiencing now, it's easy to lose sight of why we do what we do. If we follow Dr. Britten's lead and work together to support each other, I have no doubt we can continue to improve the quality of life for our patients and ourselves.

Respectfully,



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