

Jackie Lee Houston Shining Stars April 2013



This program rewards individuals that go above and beyond their job responsibilities in exemplifying one of the five supporting commitments. These commitments are Safety, Clinical Excellence, Courtesy & Caring, Healing Environment and Efficiency.

COURTESY/CARING

AWARDED TO: Rebecca Richardson
RECOGNIZED BY: Agnes Jove

SITUATION/TASK: 75 year old female presented to ER sometime last week in severe respiratory distress. Medics had to intubate her on the way to the ED to help with her breathing. An hour passed, we received a call from Dr. Kanchu who had just spoken to her husband with her wishes not to prolong her life. We soon extubated her and waited for her husband to arrive to be with her as she was dying. We received another call from Dr. Kanchu informing us that the husband will not be coming as he did not want to see her die this way and that he had other business to do take care of at home. It has always been my philosophy as an ER nurse that no one should die alone. Rebecca just happened to be on duty that day. As always she is always very busy trying to help us stock everywhere and help our patients as much as she can. I politely asked her if she could do me a favor by sitting with a patient who is dying. I told her that no one should die alone. She immediately said absolutely yes and sat with her; talking to the patient the whole time. For many reasons unknown to us, perhaps she was waiting for her husband to come but she did not die in the ER. We had to transfer her up to a room. Rebecca followed her upstairs until one of the patient's family member arrived. Rebecca did an amazing act of kindness, ever so caring by just being with this patient. We in the Emergency Department are fortunate to have her. I thank you for recognizing Rebecca. She is one amazing person.

CLINICAL & PROFESSIONAL EXCELLENCE

AWARDED TO: Shelley Letts
RECOGNIZED BY: Dr. Greg Pecchia and Aray Flores

SITUATION/TASK: For her unselfish and humanitarian act in rendering aid to a dying victim of a hit-and-run accident (see below), I nominate Shelley Letts, LVN for a Shining Star award..... Excerpt from news article << CATHEDRAL CITY — A suspect in a fatal hit-and-run collision was arrested Saturday night after calling authorities to report his involvement in the crash minutes after it occurred...Desert Hot Springs resident Shelley Letts said a doctor and nurse were among the 15 motorists and they tried to resuscitate the man while she tried to get traffic to slow down. "Everyone came in, and they were (asking) what can they do to help," said Letts, 40. Victim died at the scene.

ACTION: Shelley was one of the first to arrive at the scene. She immediately pulled her car over, jumped out to administer first aid. Luckily an ER physician was passing by as well as another nurse. The 3 of them performed chest compressions on the victim until the paramedics arrived.

RESULT: Unfortunately the victim died, but Shelley's quick response along with the others provided the victim with immediate medical assistance and hopefully some comfort in his last moments of life. And during this unselfish act of providing support and assistance to a horrible accident, Shelley's wallet was stolen from her car. She did not think of locking her car doors as she ran to assist this victim. Who would think that would be necessary. She was on her way to celebrate her older daughter's birthday and had a cash gift for her in the wallet. Wallet and cash were gone. Shelley being the professional she is, focused on the good that she and others did that night to assist this victim. She is not focusing on the negative of how and why someone would take that opportunity to steal from others. We are proud of Shelley.

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