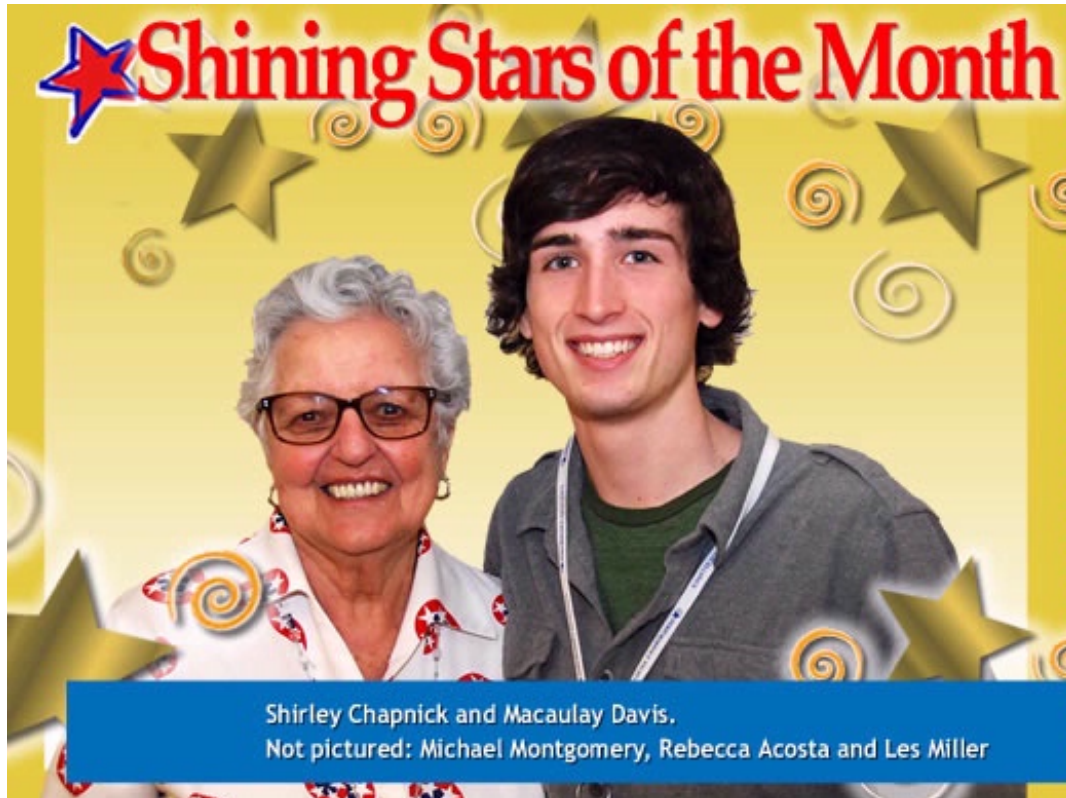


Shining Stars January 2011



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 Acosta
RECOGNIZED BY: Sheila Middleton

SITUATION/TASK:

Rebecca was having a very busy day, as usual, and was taking care of quite a few total care patients. A patient's elderly husband was at the bedside, visiting his wife. This man had dementia and when he was left alone, he became disoriented--soiling himself, his clothes, and the floor. There was a huge mess and the worst part was that this man was not a patient-- he was in his street clothes.

ACTION:

Rebecca kindly and efficiently ushered the gentleman into the patient's bathroom. She cleaned him up, and found clean pajamas for him to wear while his family was called and notified of the accident. Once he was clean and tidy, she tucked him into the patient's bedside recliner and propped his feet up. She was soothing and kind and the gentleman soon fell asleep.

RESULT:

Rebecca treated this gentleman, who was NOT her patient, as though he was her own family. She was kind and patient with him, taking the time to make sure he was comfortable when he was obviously disoriented. It was inspiring to me to see her treat someone she had NO obligation toward with such courtesy and respect. The best part is, this is nothing special for Rebecca. She is kind and caring and respectful in her manner toward both patients and families on a regular basis. It is a pleasure to work with someone who is so considerate and such an example of what an Eisenhower employee should look like.

HEALING ENVIRONMENT

AWARDED TO: Shirley Chapnick
RECOGNIZED BY: Patient

SITUATION/TASK:

My father is 88 years old, had just been admitted and I'm certain was down in the 'dumps'.

ACTION:

This wonderful volunteer came into his room, saw that he was cold and gave him a lovely home made blanket along with some laughs and cheer. What an impression.

RESULT:

It gave my father a big smile, made him feel more at home and less afraid. She was wonderful and I hope she receives a gold star for her generosity!

CLINICAL EXCELLENCE

AWARDED TO: Elbert 'Les' Miller

RECOGNIZED BY: Dora Franc

SITUATION/TASK:

I had a piece of candy when all of the sudden I started choking and couldn't breath. I walked to the hallway and the first person that saw me was RN Les from 2 East.

ACTION: He approached me and asked me if I was all right. I couldn't speak, so immediately he used the Heimlich maneuver. After the second stroke I caught my breath.

RESULT:

I am very grateful, that he recognized I needed help.

SAFETY

AWARDED TO: Michael Montgomery & Macaulay Davis

RECOGNIZED BY: Jessica Schroeder

SITUATION/TASK:

Transport was called to move a patient from ICU 3, and when they arrived there was quite a bit of commotion and very few staff in the unit. While they were assisting the patient that needed to be moved, the bed alarm in the room next to them went off.

ACTION:

Both Michael and Macaulay immediately went into the room and assisted the patient who was completely out of bed.

RESULT:

Because of Michael and Macaulay's quick reaction and willingness to help, the patient was safely put back into bed without hurting herself. All of the unit staff was extremely impressed with the willingness and quick thinking that these young men showed, as well as being greatly thankful for their willingness to help.

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