Shining Stars February 2012

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.

SAFETY

AWARDED TO: Adriana Zendejas, Jose Bolanos,
Frances Perez, Vanessa Rosas, Stella Luna

RECOGNIZED BY: Lloyd Shigenag

SITUATION/TASK: A patient came into the Dolores Hope Lab for a scheduled 6 hour GTT. This is not an easy test for the patients because they are fasting for at least 10 hours then are given a large amount of glucola to drink. This could be a big shock to their system when they are fasting then consume such a large amount of glucose. The fasting glucose was taken and it was above the acceptable range for a GTT. The physician was notified and instructed the staff to proceed with the test. About a half hour after the patient finished drinking the glucola, she began to have seizures. She lost conscientiousness and began having more seizures. At one point she experience difficulty breathing but started breathing again. She did not regain conscientiousness and continued to have seizures.

ACTION: The staff efficiently assessed the situation tried to make the patient as comfortable as possible, called 911 and initiated a code blue. They knew that calling a code in DHL was not in the procedures but the situation was getting beyond their control and they knew that the nurses from SDS would respond immediately. The DHL staff administered to the patient the best they could until the paramedics and SDS nurses arrived and took over treatment for the patient. The patient was stabilized then taken to the ED by the paramedics.

RESULT: The DHL staff functioned efficiently, used their training to help the patient and functioned as an efficient team. Their professional behavior and compassion for the patient helped stabilize the patient until help arrived. This was a great example of teamwork, professionalism and compassion which resulted in possibly saving the patient from further injury. The quality of care that the Eisenhower staff provides for our patients is evident in this situation and is truly the best

COURTESY/CARING

AWARDED TO: Edward Ramos
RECOGNIZED BY: Rhiannon Howell

SITUATION/TASK: A volunteer fell in the parking of the Probst building as he was getting out of his car when his walker

was caught between the planter and the sidewalk. He is a polio victim and always uses a walker.

ACTION: Rather than have the volunteer go to the ER (the injuries were not severe) or to the Employee Health office, Eddie went to the Probst building and checked the patient and attended to the abrasions on his elbows.

RESULT: The patient did not have to walk the long trip from the Probst building to Employee Health. He was shaken because of the fall but the injury to his arms was minor. Eddie extended the best possible care and courtesy.

HEALING ENVIRONMENT

AWARDED TO: Dayle Palagyi
RECOGNIZED BY: Katy Hentz

SITUATION/TASK: Dolores Hope – SDS has many pediatric patients. They are anxious and scared.

ACTION: Dayle makes (sews) surgical hats for them to wear into surgery. The kids get to choose from a variety of patterns. Adults started asking for them so Dayle makes them as well. Our cancer patients really enjoy them.

RESULT: Reduce anxiety in pediatric patients, noticed in our cancer patients. Dayle (a former cancer patient) donates her time and supplies as a way to give back to the community.

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