

2020-2021

Stories of Excellence



ENLOE
MEDICAL CENTER

*Celebrating exceptional care
at Enloe Medical Center.*



Stories of
Excellence



A BOUT THE STORIES OF EXCELLENCE PROGRAM

At Enloe Medical Center every day we strive to improve the lives of our patients and community. Our caregivers make this possible with their hard work, skill and compassion.

Every quarter we recognize outstanding caregivers, nominated by their own peers, colleagues or patients; then Enloe's Planetree Leadership Team selects recipients for the Stories of Excellence Award.

In 2020, when the world was hit with the COVID-19 pandemic, our caregivers rose to the challenge. Their work ethic, empathy and kindness made a difference during times of uncertainty. The pandemic prevented us from celebrating these caregivers, though not for a lack of stories. This booklet presents all the Stories of Excellence shared during 2020 and 2021 – as well as the recipients of the Stories of Excellence Award. We hope you enjoy these stories.

Ben Duquette and Endoscopy Team

I recently accompanied my husband for his first colonoscopy at Enloe Outpatient Endoscopy on Bruce Road. I was so impressed with the care he received. The nurses and the physician were thorough and patient. My husband was not rushed. They went over his history very carefully, were gentle with his awakening from sedation and provided comprehensive, understandable education.

I myself am seen at an outside endoscopy clinic yearly for a study I am a part of. My husband's experience was night-and-day different than mine usually is. His care felt very personalized and humanized. Way to go, Enloe!

Submitted by Jen Sanchez, Patient

Angela Sidney, Daphne Meza, Matt Winslow, Kelsey Brenton, Jessica Brinson and Franklin Marcus

On Friday, Feb. 8, we had a patient who showed up for his robotic surgery who had just eaten — because of a misunderstanding and language barrier. The timing of his surgery was important because of his needed cancer treatment. The robotic approach was vital for him because of his prior surgeries, age and the possibility of minimal healing time before starting his cancer treatments.

This team of individuals was able to collectively overcome the obstacles of: 1) having never done robotic surgery on the weekend, 2) having to adjust cases, workflow and staffing on extremely short notice, 3) coming in to assist on days off work to assure the best possible care was given, including giving up time with families, 4) having been trained with experienced peers but experiencing a first solo day on a weekend without their direct oversight, 5) being the ONLY staff member in the hospital able to do their particular job on the robotics team that day.

Their exemplary service as a team resulted in this patient receiving the best possible care, in the most timely of fashions, with the best possible outcome. The personification of Enloe's Core Values can be found many places; on Saturday, Feb. 8, 2020, it was found in this group of individuals in the surgical robotics suite at our main campus.

Submitted by Scott Schneider, M.D., General Surgery

Jennifer Haller

I recently had a patient admitted with aspiration pneumonia from an outside facility where he was receiving therapy following a CVA (stroke). Unfortunately, this patient was admitted without receiving a speech evaluation and treatment order. I immediately called the nurse and she requested an evaluation from the doctor.

This patient was lucky enough to have Jennifer Haller as his primary speech therapist. Jennifer phoned the original receiving hospital and learned that the patient had been evaluated once by speech, switched floors/units, never received another follow-up treatment let alone a video swallow study to determine aspiration risks and received a tube for feeding. This patient was then discharged to a local facility, where once again, the patient was evaluated by a speech therapist and discharged believing no gains could be made after his CVA.

Jennifer took her time and was able to trial different liquid consistencies so that he may one day eat again for pleasure. Due to Jennifer's perseverance in reviewing all speech therapy records from two facilities, and the patience and dedication she has for her patients to improve their quality of life, I hope one day this patient may enjoy food and water again. I am proud to work alongside you — thank you!

Submitted by Bridget Carney, Physical Therapist, Rehab Therapies - Acute

Lyle Catledge

Lyle is one of those people who goes above and beyond every single day. Not only does he do his own job as an X-ray tech seamlessly, but he always helps the nurses with our jobs too. He is happy to share his wealth of knowledge and experience and provides a calming reassurance to both patients and other staff. We know it's going to be a good day when we get to work with Lyle.

Additionally, Lyle is a fantastic photographer and has created several slideshows for patients to watch during their procedures. The patients look forward to these slideshows and frequently comment on them and compliment Lyle's talents. We are so grateful to regularly work with Lyle, and it is hard to even put into words how much he brings to our department. Enloe is so lucky to have Lyle!

Submitted by Julia Adrian, RN, Perianesthesia, EOC Surgery

Hailey McGregor, Kara Hedlund, Hillary Colby, Toni Young, Valerie Sykes, Ralph Torres, Amanda Lucas and Katie Mesa

We recently had a patient admit to acute rehab with a sudden onset of paraplegia secondary to a new cancer diagnosis. This was a new diagnosis within the last 90 days and unfortunately was progressing rather quickly. When the patient arrived at our facility initially, he was still unaware of his prognosis, which makes it challenging for the rehab team to assist with discharge planning when the team does not know what specifically to plan for: home versus skilled nursing facility versus hospice.

Hailey McGregor, Nurse Practitioner, Rehabilitation Care Nursing, jumped in immediately and worked on getting the patient a palliative care consult, which then prompted oncology services to come see the patient where he was given a poor prognosis and encouraged to move forward with hospice services. With the plan for hospice established, Kara Hedlund, Physical Therapist, Rehab Therapies, progressed the consult for a power wheelchair to enable the patient to have as much independence and comfort as possible with his mobility. Hillary Colby, Occupational Therapist, and Toni Young, Occupational Therapy Assistant, both of Rehab Therapies, focused on adaptive equipment to make the transition home as easy as possible for the patient and his wife, and assisted the patient with his showering needs during his time here.

Valerie Sykes, Speech Therapist, Rehab Therapies, came on board when a significant change in the patient's voice quality and swallow was noted. Valerie performed a video swallow study and was integral with providing recommendations for the safest swallow to the NP and Vikram Podduturu, M.D., physical medicine & rehabilitation and pain management. She provided extensive education to the patient and his wife to ensure he was able to eat for pleasure in the safest manner. When Valerie noticed that the patient's voice quality was rapidly declining, she made sure that he had communication devices in place that he could use when he transitioned home.

Ralph Torres, Medical Social Worker, Post-Acute Care, played an essential role with the discharge planning process, and when the shift changed to a hospice focus, he advocated for hospice to come assess the patient as soon as possible and assisted the family to get prepared for the transition home. Amanda Lucas, Case Management Assistant, Post-Acute Care, worked to ensure that hospice knew the therapists' equipment recommendations, and when the team thought the patient would need to discharge sooner than expected, she contacted Enloe

Home Medical Equipment to make sure that all of the equipment was actually available to assist with the transition home.

Katie Mesa, Recreational Therapist, Rehab Therapies, provided support to the patient and his wife during their entire stay. She assisted the patient in getting materials that he requested to begin writing his “memoirs” during the last couple of days he was at rehab.

This is not the typical outcome for an acute rehab patient. Most often the patients we work with come for a short stay with heavy focus on intensive therapy to meet their goals of returning home at a higher-functioning level.

It was amazing to see what a team that works together can achieve. Everyone played a specific role with helping this patient return home in order to meet his wishes to spend his remaining days surrounded by his family. I am honored to work with such a caring and dedicated team that exemplifies the Planetree philosophy. These situations are not what we specialize in nor are they what we are used to handling in our daily work, but that didn’t matter to anyone who was involved. Everyone went above and beyond to do what was right for this patient and his family.

*Submitted by Maki Peterson, Supervisor, Therapy, Rehab Therapies
– Enloe Rehabilitation Center*

Transitional Skilled Unit and Inpatient Rehabilitation Staff

Since we’ve opened the Transitional Skilled Unit (TSU) at the Rehabilitation Center, staff have had to be extremely flexible and problem solve as we figured out how to effectively run two units that share space. I want to recognize the amazing teamwork and collaboration that happens between the staff of TSU and Inpatient Rehab, especially in times of emergency or high-stress situations.

I want to specifically acknowledge the teamwork that happens when a patient has a rapid change of condition and needs to be transferred to the Emergency department. This has happened on both units, and every time it happens, the staff on the other unit jump right in to help their co-workers. No matter how busy they are, or what is happening on their home unit, they pull together as one team and help each other out without even having to be asked.

*Submitted by Debbie Strukan, Nurse Manager, Behavioral Health,
Transitional Skilled Unit and Inpatient Rehabilitation*



Gabriel Pereyra

I spent a couple months as a patient at Enloe Medical Center because I had DRESS syndrome. I am a student at Stanford and came home due to the proximity to my family. I spent two months as a patient receiving treatment, which included high use of steroids. It greatly affected my ability to eat and the way I tasted food.

Gabriel Pereyra, Unit Host, was the staff member who came to help me pick my meals and, over the course of my two-month stay, he helped me pick foods that would taste the best, given my treatment. Gabriel was so conscious of the foods I enjoyed eating. At a hospital, nutrition is often overlooked or limited for patients, but my meals were hands down the best part of my day.

One day, I was out getting a scan while Gabriel made his rounds to collect orders for the next morning's breakfast. I was so sad because I didn't get to pick what I could eat, and I didn't want the set menu because it never tasted right. I was so happy to find, the next day, that I was delivered the meal I had been picking for the past few weeks because Gabriel noticed my pattern and made the right choice of food for me. That experience made me feel seen, beyond just as a patient who needed care. I have spent time at Stanford Hospital as a patient and I have to say, the attention to detail and the care I received at Enloe was unparalleled.

It's hard being a patient for that long, but my interactions with Gabriel made me feel taken care of and that someone was paying attention to my needs beyond my medical care. He put thought into what made me happy, not only as a patient, but as a human. All my friends who later visited me at Stanford Hospital would

talk about how I had ridiculously high standards for hospital food, due to my time at Enloe. A big part of that was Gabriel picking foods that I would enjoy, especially because I was the youngest person on the fifth floor and had no dietary restrictions. It was nice not having to eat food that made me feel like I was truly super sick.

The detailed work of staff, like Gabriel, is what makes Enloe a great hospital, and I can't thank him enough for bringing joy to what was a really hard situation at times.

Submitted by Saachi Jhandi, Patient

QUARTER 2, 2020 – *Following are stories submitted during the second quarter of 2020.*

Melissa Woodall

I wanted to take a moment to recognize Melissa Woodall, Oncology Social Worker, Enloe Regional Cancer Center, for exceptional patient care. Melissa spoke to a patient and was concerned about the patient and alerted me to her concerns. The patient had not contacted our office with concerns but seemed “off” to Melissa. I reached out to the patient on that Friday, and she did not return my call. The patient called Melissa back the following Monday, and Melissa was still concerned and alerted me to the second call. The patient lives alone and has no help locally. When I made contact with the patient, I too was concerned.

After reviewing with a provider, a request was made that the police do a welfare check on the patient, and subsequently an ambulance was called, and the patient was admitted to Enloe. It turns out that the patient had developed sepsis. I really feel that Melissa taking the extra time to keep me in the loop with her concerns may have saved the life of this patient. The patient did not reach out to this office, and if Melissa had not promptly acted on her concerns, we would have not known something needed to be addressed. When we all work together, we take the best care of our patients. I am grateful to Melissa for her extra care.

Submitted by Cathie Gunther, Coordinator, Oncology Services, Enloe Regional Cancer Center



Wes Matthews

I would like one of your employees to be recognized for going above and beyond the call of duty today. My mother was sent to the Enloe Prompt Care on Cohasset Road for COVID-19 testing for her upcoming colonoscopy. Apparently, the doctor's office did not know that the Prompt Care was only doing COVID testing up to 12:30 p.m. We showed up around 2:30 p.m. or so, and found an employee closing the testing site. His name is Wes Matthews, Coordinator, Ambulatory Operations.

My mother is elderly and disabled, and it is very difficult for her to get out of the house and into the car, etc. I basically pleaded my case with Wes, and he very graciously agreed to do the test. He could have very easily sent us away to come back tomorrow, which would have been very difficult for my mother.

Please thank and acknowledge his kindness to us. A lot of people would have just said, "No, come back tomorrow." But he did not. Wes was very kind and respectful, and I believe, especially with all that is going on currently, that he should be acknowledged for this kindness. Thank you very much.

Submitted by Joy Todd, w Manager, Patient Centered Care on behalf of the patient's daughter



Lydia Banks

Working in a COVID-19 Intensive Care Unit (ICU) has been an incredibly challenging time for staff, patients and their families. From changes in policy and staffing to dealing with terrible heartbreak, our nurses in Critical Care have been working very hard to keep the patients and ourselves safe.

I would like to mention one nurse who has gone above and beyond for one of our patients who has been in ICU for over 10 days and had become quite sad and missing his family. Lydia Banks, RN, took the time to sit with the patient (who has been under a strict no-visitors policy, which included his wife of 30 years) and listen to his needs. She wanted to find some activities for him that would, not only help him increase his strength, but provide some entertainment and comfort during this challenging time. She ordered Spanish crossword puzzles from Amazon, contacted Physical Therapy to get resistance bands, and printed exercises that the patient could safely do in his room. Lydia also did some squats with the patient, granted he couldn't keep up with her. She also found a deck of cards and played poker with him.

She has continued to visit him during her lunch breaks to continue their poker tournament. This was one of the first times we saw a big smile from him, and I want to thank Lydia for being that bright spot in his day. She is an exceptional nurse, and we are lucky to have her as one of our caregivers.

Submitted by Nichole Weil, Critical Care Educator, Education Center



Susan Johansen

Excellence without a doubt. This is not a story, but a manifest of deep compassion and love for the people. As the pandemic began and our medical center was shifting into high-alert mode, appointments and doctor visits were still happening.

One Monday morning at the Fountain Medical Building, Susan Johansen, Department Secretary, Enloe Surgical & Procedural Assessment Area (ESPAA), was being herself, ensuring that the patients who had checked in were comfortable, as she was simultaneously sanitizing the counter in the hallway. During this time, at the front of the building, she noted that an older gentleman had fallen on the sidewalk and two bystanders were trying to help him up. As she quickly evaluated the situation, she noted that the older gentleman could not stand. She ran quickly and got a wheelchair for the man. The man was covered in blood head to toe. There were several lacerations that needed intervention. He immediately refused an ambulance. He wanted to see his wife first who had an appointment on the third floor of the building. Susan made the time and effort to help him clean up, take him to see his wife and make him feel comfortable.

Susan had tripped in the parking lot that morning, hurting herself too. As she was sharing her own story about falling with the gentleman, it helped him feel less embarrassed about the situation. Susan caringly helped the older couple to their car, and ultimately the wife drove her husband to the ER.

Being at the front desk, Susan is always offering to help and direct people all day, every day. She is able to get people in better moods instantly with her wisdom, contagious smile, love and genuine compassion. Should I mention that Susan also saves animals? She rescues and rehabilitates them! Thank you, Susan!

Submitted by Mishu Cioban, RN, Radiology

Chris Luce

Chris, Respiratory Care Practitioner, Home Medical Equipment, reached out for support for a complex patient she was involved with. She identified that the patient needed a complex procedure (trach change) due to a complex medical history. She was hoping to avoid having the patient go to the Emergency department. Chris worked diligently with the main campus Respiratory Therapy department. She worked to try to find a physician to help with the complex procedure. She reached out to our local pulmonologists, who agreed to perform the procedure. Her diligence and persistence allowed the patient to have the procedure in the bronchology suite instead of necessitating a trip to the Emergency department. Thank you, Chris, for supporting patient care at the right time and the right place. Such teamwork! Others involved included Jolene Burgess, manager, Respiratory Therapy, and Dinesh Verma, M.D., critical care medicine, pulmonary medicine.

Submitted by Michelle Evans, Director, Case Management

QUARTER 3, 2020 – Following are stories submitted during the third quarter of 2020.

Liz Brown and the Behavioral Health staff

Recently, a beloved co-worker from Behavioral Health passed away. It seemed sudden and hit the staff very hard. The staff raised money and came up with some ideas for things we could have on the unit that we can remember her by. We settled on an idea from Heidi VanderVelden, Mental Health Worker, for a garden bench. Our co-worker's very kind husband tried to find something that he could give us that would be meaningful to us, and he gave us a box of her scrubs. Megan Kennedy, Unit Secretary, came up with the idea to make a quilt out of the scrubs.

Liz Brown, Department Assistant, did all the leg work. She researched, put it to a vote, bought a bench and an "in memory of" placard that she had attached to the bench. She also bought a very nice large outdoor pot and planted a rose that is next to the bench, which is in our healing garden at Behavioral Health. Another staff member's mother volunteered to make us the quilts. We decided to have two quilts made: one for us at Enloe Behavioral Health, and one for her husband, which he really appreciates. I really appreciate the ideas that were brought forward, and Liz for making it all happen.

Submitted by Debbie Strukan, Nurse Manager, Behavioral Health, Transitional Skilled Unit and Inpatient Rehabilitation

Alissa Christian

It was April 2016. I was and currently still am a CNA at Enloe. That night of April I got to float to the Rehabilitation Center. It was night shift. It was almost the end of my shift, and it was also a slow night. Suddenly I started feeling super fatigued as if I was running a marathon, which there was no reason for during such a good night at work. I asked one of the nurses at Rehab if they could take my vitals — for obvious reasons. The nurse said my heart rate was high, in the 130s, and she recommended to go to the ER right after work. I made the mistake of not going and went straight home to shower and sleep. I kept telling myself that I was just tired.

During the shower I started feeling super short of breath. I went to bed, fell asleep for a few minutes, and my heart beating super-fast woke me up right away! Never had something like this happened to me and I'd never been in the ER as a patient at all in my life. That day I knew I had to go. When I arrived, thankfully the lobby was empty. I was the only one, and they put me in a room right away. I still remember I was in room 10. I was crying. My heart kept on going faster and faster. I saw a bunch of people trying to help me in the room and my dad in the corner of the room in tears trying to hide it.

What I remember the most, is looking at the monitor with my heart rate in the 180s. I am looking around the room begging everyone to please save my life because I had my 4-month-old at home, who I did not want to leave alone in this world. Everyone is doing their job and what they can; and then I see someone rushing with the crash cart into the room and putting the pads on my chest in case I start coding. So, I knew there was something really wrong.

There are two faces I remember the most from that day, and it was a nurse and doctor. The nurse who I remember and will never forget her face and name is Alissa Christian, RN. She did such an amazing job. She tried to make me feel better at all times — she was on it!

To this day I can say Alissa saved my life! She was such a great nurse to me. She is very dedicated, and I could not have been in better hands that day. I cannot thank Alissa enough. Every time I see her I go back to that day and I am so grateful to her. It was a very scary day for me, and I do not remember a lot from that day, but I remember the most important thing a patient can have during those scary moments of their life, which is great care, like I received.

Submitted by Betsy Guevara Salazar, CNA, Nursing Administration IP

Latisha Meyer

I just wanted to write a small letter of excellence about Tish Meyer, RN, Cardiovascular Unit. Tish was the nurse for a patient who had been admitted in a terminal situation coming from a long-term care facility. The family asked for 24 hours to see how he would respond. Ultimately, the patient was placed on comfort care, and Tish went above and beyond in terms of making this comfort care the epitome of Planetree excellence we strive for.

Not only did Tish put forth a great amount of effort in her nursing role to advocate for the patient to find the pain medications that allowed him to be comfortable, but she was also instrumental in providing emotional support to him and his sister. She was in the room on multiple occasions sitting on speaker phone to allow the sister (who lives out of state) to have conversations with the patient, which was observed to calm him when nothing else seemed to be helping. Tish provided physical touch during these conversations, rubbing his head and holding his arm, providing comfort.

When it was time for his passing Tish was with him physically, providing that gentle hand of comfort while facilitating the familial comfort of his sister saying her goodbyes and allowing there to be a tremendously peaceful, cathartic passing, which was felt by myself in just observing the situation. This would be the kind of care that I hope would be available to any of my family or myself. While any death is hard, Tish made sure that this was a transition that gave support and loving care to the patient and family. Tish has always provided excellent patient care. I truly believe she puts forth her all for each and every patient she has. Our team is so lucky to have her.

Submitted by Jasmin Gallardo, CNA, Telemetry Care Unit

Christine Adams, Ruby Khoury, Brid Power, Diana Jackson and Lindsay Hannan

To the members of the Enloe Hospice team, we would like to give thanks and heartfelt appreciation to the angelic and fiercely compassionate professionals who brought our brother to accept the care offered by Hospice. I worked as a nurse for 36 years, thought I had an understanding of empathy, professionalism and competence, but from this side of the work experience, what your team brought felt like love.

To Christine Adams, Clinical Supervisor, for your patience and persistence while our brother tried to remain independent. We thank you! To Ruby Khoury, RN Admit, for promptly responding to a weekend distress call before he had been admitted to Hospice care. It was a call you didn't have to return and yet you

gave so much support and suggestion as to exact ways to get the help he needed until his admit process was complete. We thank you!

To Brid Power, Social Worker MSW, your kind and gentle approach communicated understanding that instantly vaporized my brother's guard, something I have never seen happen. He welcomed your acceptance of his choice to forego treatments of the invasive kind. He welcomed thoughtful and open discussion about death. You put him at ease. We thank you!

To Diana Jackson, RN, your ability to enter the home of a stranger and be able to establish an immediate and intimate connection with a person so vulnerable was a skill to behold. Even before his first dose of morphine, your presence alone brought relief. Thank you for that gift to him that day! To Lindsay Hannan, Bereavement Coordinator, thank you for the offer of support in follow-up!

What you all brought to my brother as a team gave him a peace of mind and a joy that maybe he would "finally get some sleep." I believe that your gift of comfort, peace and trust allowed him to stop his struggle and lay his hammer down. Bless you all.

With deepest appreciation,
The family of your hospice patient

Submitted by Jill Engel, Nurse Manager, Home Care, from a letter

Erin White, Shannon Fuller, Ruby Khoury, Nancy Gagon, Scarlet Rhoades, Tammi Newsum, Jennifer Cox, Shannon Doyle, Brid Power, Mary Kearns, Kathleen Carney, Allie Scott-Jeltsch and Melissa Goings

Recently, Enloe Hospice received a referral for a pediatric patient whose family knew that their time was limited. They had considered treatment options, but felt it best to enjoy the quality of life left, however long that may be. It was most important to them to be out of the hospital environment, and to simply be in the comfort of their family home, so they could surround their child with the love and affection. This is where the journey starts involving a most compassionate village of many Enloe employees.

Before the patient and family left the specialty hospital out of the area to come home, considerable coordination got started on our end. Upon receiving the referral by Erin White, RN, Clinical Supervisor, intricate planning went into full swing. Erin began by researching the diagnosis in preparation of appropriate care and symptom management as well as implementing a schedule for our two pediatric-focused hospice nurses, Shannon Fuller, RN, Outcomes Coordinator, and Ruby Khoury, RN Admit. Erin worked with one of the nurse managers from

the Enloe Mother & Baby Care Center, Nancy Gagon, RN, who guided her on what specialized pediatric supplies and equipment would be needed, and where to procure it, all in time to have ready for the admission.

Erin enlisted the help of Scarlet Rhoades, Value Analysis Coordinator, in Purchasing, who expediently worked to get these supplies, some of which were from outside of her normal purchasing avenues. Hospice nurse Ruby worked alongside Erin with the team from the specialty hospital to gather tangible resources that would help prepare the family for the loss of their child. Ruby reached out to Mother & Baby and received the kind support of Tammi Newsum, Assistant Nurse Manager, who helped Ruby by providing education and support, and even opening up the bereavement closet to share all the infant resources they have, including a grief bear, baby gowns, and much more. Ruby also worked with a specialty organization to procure a kit that assists families in preparation for the loss of a child, as well as after the loss.

Next, Erin prepared the team for a Monday discharge home and same-day admission to hospice due to the fragility of the patient. It is here that this journey highlights more of the amazing teamwork it took to assist getting this child and family home where they wanted to be. The pediatric patient was declining faster than expected, and the family wished to come home sooner than Monday. Our hospice team was alerted and, though our hospice does not normally do admissions on the weekend, time was of the essence. It was important to the team to try to accommodate this rare and delicate exception.

Erin rolled out a quick plan, and Ruby sprang into action on a Saturday, stating she would come in on a day that she was not scheduled to make this happen, meeting the family at their home with all the necessary equipment to admit this patient. The admission went smoothly, and there was tremendous relief for the family. By Sunday, some unexpected challenges required the assistance of Enloe Emergency department.

Utilizing an emergency department while on hospice is not the norm, but due to concurrent hospice care for pediatric patients, intervention is allowed for comfort and support. The other hospice pediatric nurse on the case, Shannon Fuller, accompanied the family to the Emergency department for continuity and support. The Emergency department receptively got the Mother & Baby Care Center involved for assistance. Jennifer Cox, RN, from Mother & Baby, helped to devise a plan for how to go forward if this interruption should happen again. This unexpected trip to the Emergency department prompted Erin to reach out to their management team as well as to Shannon Doyle, Nurse Manager, Couplet Care, to prepare them that this concurrent care may be ongoing, and they obliged, accommodating future support. Nancy and Shannon from Mother & Baby remained involved all along by helping to provide supplies that they

ordered separate from Central Supply as well as having a nurse available for those unexpected and unforeseen issues.

After those initial bumps in the road, things leveled out. The patient's prognosis was still poor but had also stabilized in the home environment, which isn't uncommon in hospice for stretches of time. There's something about the care received, swaddled in the comfort and love of home, that somehow seems to buy some precious time. Hospice RNs Shannon and Ruby spent hours collaborating, researching and brainstorming for the best ways to enrich the patient's life and support the family.

Now, it was time to get the other hospice disciplines involved. Hospice medical social worker Brid Power, Social Worker MSW, met with the family to provide therapeutic, bereavement and resource support. Brid's goal was to meet the family's needs in finding resources conducive to the amount of concurrent care the family desired. Chaplain Mary A. Kearns provided spiritual and bereavement support, walking alongside the family as it prepared spiritually and emotionally for whatever was to happen next. The hospice team collaborated with the family to connect with other local specialists to explore how to best support the patient and to make sure no stone was unturned in best approaching symptom and resource management. The team consulted Speech and Language Pathologist Kathleen Carney from Enloe HomeCare and Hospice, who connected the team with Allie Scott-Jeltsch, Speech Therapist, from the Enloe Rehabilitation Center and Melissa Goings, Clinical Registered Dietitian, Enloe Pediatrics, to assess and help the family and assist the hospice team in supporting the patient's developments.

This patient and family captured the hearts of the hospice team. Hospice nurse Shannon, who worked diligently and often with the family, offered the gift of photography. She did not hesitate to donate her time and talent for the family to have another way of memorializing their child.

The Enloe Hospice team strives to give the most patient-centered care in every case. Nonetheless, there was something remarkably special about the way the hospice team, and those clinicians outside of hospice, pulled together for this family. No one hesitated when faced with an obstacle or dilemma. The privilege to care for this patient and family has warmed and enriched our hospice team more than we could have ever imagined.

Submitted by Jill Engel, Nurse Manager, HomeCare Services

Mark Garrison

I met Mark Garrison, DO, gynecologist, at his office when I went to take my mom for her appointment. My mom has a language barrier, so I was there to translate. My mom has been struggling with a recent health diagnosis and that is why she got referred to Dr. Garrison so she could make a choice about having surgery. Dr. Garrison also had his medical assistant help him translate for my mom, which I thought was great!

My mom started to explain why she was there, and Dr. Garrison explained what he thought was best for her by explaining in detail to my mom with, of course, the help of her assistant. The way Dr. Garrison talked to my mom and explained things was very comforting for her. Every time he explained something to her, he would ask my mom if she had any questions. He took his time without any rush, which is something you barely see when you visit a doctor's office.

At the end she had a small procedure and Dr. Garrison was super careful, polite and respectful with every single step. Doctors like him need to be recognized for their job, for caring about their patients as if it were their own family. Going through something so difficult, like what my mom is going through at the moment, is when you need your health care providers to show this type of care for their patients. I cannot thank Dr. Garrison enough for treating my mom the way he did.

Submitted by Betsy Guevara Salazar, CNA, Nursing Administration IP



Shannon Ellsworth

We have a patient on our unit who has been with us for a while. She is young and struggling with psychosis resulting in her refusal to eat or drink anything. Enter Shannon Ellsworth, our extraordinary social worker. She has been spending countless hours getting to know this young woman and trying to help her in any way that she can. Shannon noticed that this patient ate better when she had someone to eat with and socialize with. Shannon began meeting with the patient every day and having lunch with her.

The hospital can be such an isolating place, especially for a young person suffering with deep mental health wounds. On Shannon's day off, she brought the patient In-N-Out Burger for lunch and spent over an hour eating with her, so she didn't have to eat alone. She also brought her a sweater that she thought she might like. Since Shannon began spending time with this patient, she has become more engaged and her appetite is slowly improving.

Shannon puts more heart into her work than anyone I know and has reminded us all that one person really can make a difference.

Submitted by Sarah McFarland, RN Charge, Medical Neurological



Lori Manganiello

Other staff involved: Stephanie Caine-Gnesda, Shanique Brown, Chris Bunt, Jennifer Jolliff-Pereira, Flair Newsom, Whitney Sipe, John “Mike” Underwood, Karla Heydinger, Chelsey McCutcheon and Mustafa Al-Lami

One of our long-term patients had been very depressed – no appetite and not participating in care. Lori Manganiello, RN, on the Cardiovascular Unit, had him this particular night, the night before his birthday. She worked hard all evening to try to boost his spirits. Finally, our patient said, “I will give you \$100 for a beer.” Lori called Mustafa Al Lami, M.D., Hospitalist, who graciously ordered the beer (and put a note in the order saying, “Happy Birthday Beer”). The staff then prepared for the gift-giving. They buried the beer in ice in a bedpan, wrote “Happy 88th” on the bedpan, prepared a beautiful birthday card they all signed, and entered the room. They made him “dig” for the beer. When he saw this presentation, his response was priceless. The staff sang to him and cheered him on.

It has been four days since this happened and this patient continues to talk about that night. It has done wonders for his spirit and has helped him continue on the path of recovery. Thank you, Lori and to all of you who made this night a special one for our patient. It has been a pleasure to have staff, Stephanie Caine-Gnesda, RN, NTSICU; Shanique Brown, RN; Chris Bunt, RN, Nursing Admin; Jennifer

Jolliff-Pereira, RN, South Wing Medical Surgical; Flair Newsom, RN, Medical Neurological; Whitney Sipe, RN; Mike Underwood, RN, ICU/CCU; Karla Heydinger, RN; Chelsey McCutcheon, Monitor Tech, Cardiovascular Unit, from all over the hospital in one unit together. COVID cannot take that away from us.

I have learned more of Miss Lori's kindness. Apparently, her kids make cards for our patients and send them with her every night she works. Lori gives our patients cards and brings happiness, each and every time she is in this unit.

Submitted by Cindy Llewellyn, Director, Critical Care Services, Neuro-Trauma-Surgical ICU

Jennifer Johnson, Lori Manganiello, Winzell Maestas, Nicole Baron, Sam Brace, Lynn Hunter, Jennifer Jolliff-Pereira, Jason O'Donnell, Trisha Toreson, Holly Vessels, Beatriz Diaz, Sarah Robbins, Valerie Dunning and James Gelles

This is a story about human kindness and dignity. On Nov. 30, a very special patient turned 97 years of age. Sadly, her condition and reason for hospitalization prevented her from sharing this day with family by her side. Jennifer Johnson, RN, recognized the birthday and rallied the team, and quickly a birthday celebration was put together.

Lori Manganiello, RN, was the mastermind behind this celebration and presented a homemade birthday card made by her daughter and an additional card that was signed by all staff working that night (Winzell Maestas, RN Charge, Nicole Baron, RN, Sam Brace, RN, Lynn Hunter, RN, Jennifer Jolliff-Pereira, RN, Jason O'Donnell, RN, Trisha Toreson, RN, Holly Vessels, RN Charge, Beatriz Diaz, CNA, Sarah Robbins, CNA, Valerie Dunning, Unit Secretary, and James Gelles, Unit Secretary). Flowers were even collected from around the hospital, and Lori created a beautiful flower arrangement.

These gifts were presented to the patient as Jennifer, Lori and Trisha serenaded her with "Happy Birthday." This particular patient did not realize it was her birthday; though for one moment during her birthday serenade, she looked up and smiled. Thank you all for making a difference to this patient. What you did matters, what you do matter and who you are matters.

Submitted by Amber Arons, Nurse Manager, South Wing Medical/Surgical

Reed Turner

As part of the Christmas Tree Lighting ceremony, Reed Turner, Network Cable Technician, was able to facilitate external network access on short notice for the Network team and the production vendor. Without his quick and high-quality work in getting new lines pulled and terminated at the Sierra House, the internet streaming event would not have been a success. We are happy to have him as a part of the Enloe team.

Submitted by Josh Morris, Network Administrator, IS Core Services

QUARTER 1, 2021 – Following are stories submitted during the first quarter of 2021.

Scott Mellum, Dave Loomba, Amelia Stephen, Emily Villegas, Kayla Galvez, Maryah Wilson, & Stevie Shanoff

It is hard to put into words how scary it is to go into labor for the first time, now add a pandemic on top of that. On the morning of July 9, 2020, I went into labor and was admitted to the Mother & Baby Care Center. From the moment my husband and I checked in, we were overwhelmed with how kind and reassuring the staff was.

Dr. Loomba administered my epidural and checked in multiple times, once the procedure was done, to make sure I was pain free. He reassured my fears and made the entire procedure blissful. I was beyond relieved to find out my OBGYN, Dr. Mellum, was on call. He cheered me on from the beginning of my pregnancy and aided in a smooth and quick delivery! I really appreciated how Dr. Mellum took the time to include my husband in the birthing process and explain to him all that was happening. His calm demeanor was welcomed. I wanted to give a BIG thank you to the nurses who stayed by our side and took the time to come visit us day after day while we were admitted. Amelia Stephen, Emily Villegas, Kayla Galvez, Maryah Wilson, and Stevie Shanoff - your kindness will never be forgotten.

Everyone my husband and I met while in the hospital went above and beyond to do little things for us. While we cannot remember everyone who helped out the days we were there, we do remember that everyone we encountered went above and beyond to help us in any way we needed. Thank you for making the experience of having our baby girl one that we will never forget.

Submitted by Nerissa Quinn, Executive Assistant, Enloe Foundation

Jennifer Sanchez

Jen Sanchez is a bilingual Nurse practitioner in our office. She is 100% dedicated to her position and takes her job very serious all the time. We got a call from a patient's daughter who was concerned about helping her father fulfil his last wish. He had recently been placed on hospice and wanted to return to his home country in Mexico to die. She had asked his primary doctor and the doctor refused. His daughter asked if there was a way his Oncology doctor could help write a letter stating he could fly to Mexico. Unfortunately, his doctor was out for 2 weeks.

His daughter expressed her sadness and the desire the family had to give their father his last wish. We went to Jen and explained the situation. Jen asked for some time to go over his records and eventually she called the daughter herself and was able to help them. The patient's daughter called a few days later and told us her father was home in Mexico and that his whole being had changed. He is at ease and feels happier knowing he can be with his loved ones, who could not be with him here. I believe Jen deserves this praise because she made this possible. She was able to understand the cultural need our patient had to die where he desired. Jen is an asset to our team and we all appreciate her. Thank you

Submitted by Jamie Lopez, Medical Assistant II

Hillary Berens

Hillary Berens was there at the beginning of my labor induction. She helped me feel calm and settle into the process easily. She unfortunately was not there at the time of delivery of my son but she helped me in the few short hours after delivery. She was so kind and helpful. Postpartum can be a vulnerable time and she made me feel so cared for and supported through those first couple hours of birth. She is definitely someone I will remember as being even such a small part of such a special time in my life. Thank you doesn't do it justice.

Submitted by Emily DeFrancesco, Patient

Shawna

I just wanted to thank Shawna, RN, Enloe Mother & Baby Care Center, so much for her outstanding support through my labor and delivery. She advocated and supported me through the entire process. Her demeanor was so calming and reassuring and got me through when I didn't think I could any longer. I still remember my nurse from my first delivery and will also remember her as well. There is something special about labor and delivery nurses and the skills they have but Shawna went above and beyond what I could have hoped for. Thank you for everything and helping me bring my sweet boy into this world.

Submitted by Emily DeFrancesco, Patient

Lupe Gerfen

Lupe is simply amazing. In the several days following the delivery of my son, we were having some complications that kept him in the hospital. We were so anxious to go home and when we were told he would have to stay longer, I was sad and frustrated. She did such an amazing job calming me and talking through my emotions with me. She took her time to talk with me and give me such wonderful pieces of advice. Even with how busy she was with so many patients, she took her time with me and helped me immensely through such a stressful/difficult time. She is such a great nurse. Thank you so much Lupe.

Submitted by Emily DeFrancesco, Patient

Erin Anderson

My mother says that Erin Anderson is the sweetest nurse there. My mother is currently a patient fighting COVID-19 and Erin is exceptional and so caring. She is taking care of her and giving me updates of my mother since I am currently out of the country. Just by all the times I have spoken with nurse Erin, I can truly say that Enloe is blessed to have her as part of the team. I work in customer service and can tell that she loves her job and loves her profession and her patients. She transmits tranquility and is really dedicated to her job. Erin is someone who dedicates herself to her work wholeheartedly. I can tell that she has been with Enloe for many years. Give this woman a raise, a special reward, recognition or a luncheon! She is an outstanding nurse and I want to congratulate her for her hard work and dedication to the patients and family members.

Submitted by Marbella Medina, Family Member of Patient

Taylor

My husband was in the hospital for a stroke. We feel so fortunate to have had Taylor as his nurse, she was so consistent in her comfort and care, of not only my husband but in offering support to me as well. We looked forward to the consistency of seeing her each day and knew we could count on her. We left the hospital feeling we owed her such a debt of gratitude for all her care and compassion.

Submitted by Cami Morande, Family Member of Patient

Tasha Zepeda

We can't thank Tasha Zepeda, RN, Cardiovascular Unit, enough for all her compassion and wonderful care. She has been our rock these past few days, so caring and helpful in every way possible. If she didn't have an answer to our questions, she would find it. I truly felt comfortable leaving my husband in her care knowing how attentive she is to detail, right down to his little oink cup that kept disappearing and she knew it! I know it sounds silly, but she truly was on top of every detail. Today we watched her training a nurse and she was amazing with him, explaining things to him in detail and teaching him little tricks to make his job easier. It's obvious she was made for this job and we feel so thankful to have her as my husband's nurse! You are so fortunate to have her representing Enloe.

Submitted by Cami Morande, Family Member of Patient

Randi Ellis

This last week was dispatcher appreciation week. Randi Ellis, EMS Communications Specialist II, went above and beyond to help celebrate our department. She made games to play during the week, brought in countless treats and even decorated the room. Because of her, we were all able to really feel like we mattered. Our job is not one that is often celebrated and is usually forgotten as soon as the person on the other end of the phone hangs up. Randi was able to make every person feel like they really make a difference. She donated her own time and money to make that week so much more than any of us could have asked for. I am truly honored to get to work with such a kind and selfless person.

Submitted by Karli Dominguez, ED Tech, Emergency Department

Will Acuna

On May 10, Will Acuna, with Environmental Services, was working at the Cancer Center when he noticed a fire had started near the bike path between the Cancer Center and the employee parking lot. He acted quickly calling 911 and then retrieved a fire extinguisher. He was able to keep the fire under control until the fire department arrived. We are very thankful Will was there to save the day!

Submitted by Samantha Pursell, Pharmacist, Enloe Regional Cancer Center

Roberta Gamache and June Zeller

I would like to recognize and show the deepest appreciation for both Roberta Gamache and June Zeller for the compassionate, patient centered, exceptional care that is a true reflection of the Planetree Philosophy. These nurses were true angels incarnate in the life of this patient and family.

A palliative care consult was ordered on a patient who was receiving treatment for recently diagnosed breast cancer. The patient was a vibrant take-charge woman, who was a well-known professional prior to her retirement. She was a true matriarch of her family, always caring for others, including a family member with a chronic life limiting disease.

When I arrived, discharge was already planned with Enloe Hospice that day. However, I wanted to ensure a smooth transition and planned to meet with her and prepare a POLST (form to communicate medical orders) for our Enloe Hospice team and answer questions. I checked with Roberta prior to meeting with the patient and she shared with me that the patient had decided not to go home with hospice, and had essentially dismissed her family, requesting them all to go home while she requested immediate comfort care orders.

Roberta had been providing care and emotional support to the family in the waiting area while June, the bedside nurse was with the patient. I proceeded to meet with the patient and June at bedside. Incredibly intimate end of life discussions unfolded throughout the day. June was comfortable and at ease, with words of compassion and grace flowing from her heart during this incredibly difficult time. The patient was not afraid of dying but she did not want to be alone. She shared repeatedly that she had “zero” spiritual or religious beliefs, “ever.” “When I’m done, I’m gone.” She expressed wanting to “get it over with” and requested practical information on “how this [dying process] works.”

We both spent time with her throughout the day answering her questions, honoring her decision to not have the “rigamarole” of going home with hospice only to die soon. She was accepting of healing touch which I provided. She inquired about us and our lives. June shared intimate conversations with the patient as I stepped out. Later the patient and I realized we had a very close mutual friend who had recently lost a spouse. She asked me to reach out to the friend and let them know that she was dying, which I did.

When her work of breathing increased, I called critical care medicine specialist Dinesh Verma, M.D., who immediately provided comfort medication adjustments for June that alleviated her pain and calmed her breathing. She

slipped into a comfortable rest that afternoon with June at her side. I delivered the message to my friend as requested. The friend provided a message that was delivered by Roberta to the patient later that day, and the patient responding with a smile and head nod.

We three continued to check in on the patient until she passed peacefully the next day. Roberta and June exemplify exceptional patient and family centered care. Our small but mighty palliative care team cannot be everywhere for every patient in need. We rely heavily on experts like Roberta and June, comfortable with deep, difficult, intimate healing conversations and end of life care. Thank you for all you do for our patients and families Roberta and June!

Submitted by Lisa Marie Gorman, Liaison Nurse, Enloe Supportive & Palliative Care

Shannon Ellsworth

Today I was present while Shannon Ellsworth, Social Worker MSW, spoke to a family member about their loved one who needed to be discharged to a skilled nursing facility. The process had been long and arduous, with many phone calls by the nurse case manager and by Shannon to make the arrangements. The family member needed to make a decision but was dealing with many personal issues and was unwilling to make a decision.

This patient had been ready for several days to transfer. After a 40-minute telephone call discussing the options, listening and validating the family members feelings and concerns, Shannon was able to do what no one else could: get the family member to agree to have the patient transferred to the skilled nursing facility.

Her expertise, caring and amazing social work skills made this possible. We have an amazing team on fifth floor and Shannon is a very important part.

Submitted by Sherron Prosser, Care Coordinator, Case Management

Toni Hall

Toni Hall was the certified nursing assistant for a room on the third floor that I sat in last week. The patient was feeling really down about their place in life at the moment. Toni really touched their heart by opening up and sharing some of her personal experiences and also provided some thought-provoking ideas for the patient to think about while keeping it professional.

The patient really loved that connection and couldn't say enough wonderful things about her and how touching her care was and how her energy really helped to uplift the patient. Toni's vulnerability helped the patient to feel more comfortable and to open up more. It was so awesome to be a witness to that. Thanks, Toni!

Submitted by Jessica Brandt, Patient Monitor, Nursing Administration IP

Shailesh Nandish, Peter Magnusson, Emma Denz, and Patrick Lavin

Dear Mr. Wiltermood, How can I explain and express how truly appreciative we are of your medical staff? Words don't seem to capture the gratitude we have. My father had a TAVR (Transcatheter Aortic Valve Replacement) April 13. He is doing well and feels so much improved. I wrote a story of excellence in January and this story continues.

Cardiologist Peter Magnusson, M.D., is an incredible physician with skill, knowledge, and compassion, who we are lucky enough to call our regular cardiologist. He introduced us to Cardiologist Shailesh Nandish, M.D., and the Structural Heart & Valve Center at Enloe. Dr. Nandish showed skill, compassion, kindness before and after the procedure. Nurse Emma Denz, Structural Heart Coordinator, is part angel. She was always there to answer my many questions and did so cheerfully and with expertise.

I would like to share my memories of the day of the TAVR. We arrived and were greeted cheerfully by Lisa at the admissions desk. We were walked down to the pre/post cath room, and my father was prepared for the procedure. Dr. Magnusson stopped in to see how we were doing. Patrick Lavin, RN, stopped in to let us know he would be with my father the entire procedure. Dr. Phillips greeted us warmly, answered questions and addressed concerns. Dr. Nandish and Emma stopped by for a last-minute visit. Pam from Cardiology stopped by and let us know that she would be in the procedure room with my father.

I was told the procedure would take two hours. My father is wheeled away and I remained in the pre/post cath area. Exactly 65 minutes later, Patrick approached me and told me that they were done. He had done great. Hugging Patrick with tears in my eyes, I knew how extremely fortunate we are to be in our situation.

A while later Dr. Nandish and Emma found me and told me that my dad did great. I was so relieved, thankful, grateful and appreciative of everyone involved in his care. Dr. Nandish has a saying when it comes to procedures, "Keep it Simple." It is a very comforting statement.

We know how blessed and fortunate we are to have the physicians, nurses, technicians and medical secretaries at Enloe. They all made us feel like we mattered. My father will soon have his 97th birthday and we are looking forward to it. But for now, he continues to work on his massive garden and orchard. We are forever grateful for each and every one of these individuals. Can you please express our thanks to all?

Submitted by Teresa (Teri), Family Member of Patient

Enloe Behavioral Health

During a very difficult time in my life the whole staff was there for me. Cheering for my success and showing compassion and empathy that is sometimes lacking in our lives and world today. I can't thank everyone enough for helping me regain a healthy path to travel and letting me know I'm not alone. You're the greatest!

Submitted by Mary, Patient

Brock Cummings and Staff

Just want to let the above mentioned know how pleased I was with how I was treated, from the person that checked me in, to the person that wheeled me out, same day! Orthopedic Surgeon Brock Cummings, M.D., and company were nothing short of amazing, every person involved truly cared about the job at hand. I own my own business and treat people the same way, and it is nice to know that there are other people who think the same way that I do.

I have had no pain at all since the surgery, none! The pain I had in my hip was gone when I got out of surgery. I was walking within a week, not over doing it! But walking, it's been three weeks and I am cruising, still not over doing it but getting around great, no limping, no pain, no nothing.

Please let everyone involved, as well as the Enloe hospital team – and it is truly a TEAM – know that I am extremely grateful and beyond impressed! A very sincere thank you to all!

Submitted by John, Patient

QUARTER 3, 2021 – *Following are stories submitted during the third quarter of 2021.*

Aerielle Lohse

I recently had lab work done by Aerielle Lohse, Outpatient Phlebotomist, while I was a patient at Enloe. Aerielle represents among the highest levels of patient-centered care I have experienced. When another department was unable to register me, Aerielle went above and beyond tracking down my lab orders from my doctor and ensuring they were put into Enloe's system, so I could be registered in an efficient and timely manner.

During the process of taking my labs, Aerielle was extremely attentive ensuring that I was comfortable and calm. As I am someone who fears bloodwork, her demeanor and care made me feel at ease during the entire process. The attention

to detail and effort provided by Aerielle went above and beyond her role. Her patient-centered care skills are absolutely excellent. She is a fine ambassador for Enloe Medical Center and its laboratory.

Submitted by Nim Mann, Patient

Aerielle Lohse

On May 12, 2021, Tina Hoover, RN, Infusion Therapy, reported through "Moment of Excellence" that Aerielle, while drawing blood from a patient, was listening when the patient said more lab orders were coming. Critical thinking, Aerielle draw Rainbow, which prevented a 79-year-old man from having to come back for another draw. It prevented another stick and another trip to the infusion/draw station.

Submitted by Alma Knudson, Assistant Manager, Laboratory

Brandon Coustette

While I was in the testing pavilion in September, I ran into Brandon Coustette, RN, Education Coordinator, while he was working there. He approached me to discuss how the semester had been going so far at Enloe. He offered his appreciation to Enloe for allowing students to be here and said that he reminds his student everyday how grateful they should be that Enloe supports the nursing programs.

He shared with me that in one clinical shift, four of his 10 students experienced a death during the shift. Many nurses don't experience this type of event until they begin their nursing career. As you can imagine, if the pandemic had not made them question their career choice, this type of experience could.

What impressed me most about Brandon, is what he asked these students to do for their assignment that night. They were all supposed to write a paper on the pathology of a medical condition, however he told each of them to instead, write their paper on what they will do now and in the future for self-care. Every time I share this story it warms my heart. It is the true essence of nursing and caring for one another that he is trying to inspire in these young clinicians.

Submitted by Dawn Winter, Director, Education Center

Jennifer Neilsen

Jennifer Neilsen, Clinic Lead, Survivorship Services, was making reminder calls for a different department yesterday. She spoke to a patient that told her that he fell and couldn't get up. She asked him if he could call 911 and he stated that he couldn't see the numbers. Jennifer told him that she would call 911 and get an ambulance for him and check back to make sure he was ok. She called 911, explained the situation and they went to the patient's home. She checked back and the patient was admitted to the hospital.

Jennifer went above and beyond to make sure the patient was taken care of (as usual) and did not think twice about it since this is the norm for her. To me, it just proves that Jennifer is a great person and always puts patients first. Also, it proves how important these personal reminder calls are. If the patient would not have had this call, who knows what would have happened to him and potentially had a mortal outcome.

Submitted by Elke Mowers, NP, Enloe Survivorship Services

Jacqueline Carter, Kenneth Maddocks, Yia Xiong, Jacqueline Muniz, Melody Farnham, Deborah Stoufer, Juanita Anderson, Juanita Carrasco, Erica Cimoli, Noah Woodard, Cody Stevener and Bradley Tym

I would like to share a very special moment of excellence. Our surgical team had just finished up with the first trauma of the night. As the patient was settled into their critical care bed, we were notified of a second trauma activation in route. We went to the emergency trauma room to prepare for the next case. We were shortly met with a critically unstable patient. The FlightCare team reported that they were unable to obtain a blood pressure in the field and had already started life-saving measures. The entire ED team worked together seamlessly. I was highly impressed with their communication and teamwork.

Jacqueline Carter, M.D., was the trauma surgeon working that night and quickly got to work assessing the patient and initiating orders. The patient started to code. CPR was started, and the massive transfusion protocol was also initiated. Our team started setting up our trauma room for emergency surgery (our second of the night). It was determined that our team had to come to the ED trauma room and initiate surgery there. Kenneth Maddocks, Surgical Technologist; Yia Xiong, Surgical Technologist; Jacqueline Muniz, RN Perioperative; Melody Farnham, RNFA; and Deborah Stoufer, RN Perioperative, quickly moved our instruments and equipment over to the ED.

The patient became stable enough for transport back to the OR for further surgery. Juanita Anderson, RN; Juanita Carrasco, RN; Erica Cimoli, RN; Noah Woodard, ED Tech I; and Cody Stevener, ED Tech, assisted with patient transport, to provide support if CPR was needed again and to run the level-one blood transfusion machine. Our anesthesiologist, Bradley Tym, M.D., was ready to assist the patient.

We were able to complete the surgery successfully and transport the patient to Neuro-Trauma-Surgical ICU. And while the patient unfortunately did pass later on, I was humbled and proud of our team here at Enloe. Dr. Carter and Dr. Tym were efficient and expert leaders. The ED, OR and NTICU team worked together seamlessly. Every single person involved gave 100% to try to save the patient. I cannot put into words how much I appreciate everyone's hard work on this case. I will never forget this night, and I feel so very fortunate to be able to work with such a competent and compassionate team.

Submitted by Carrie Stine, RN Perioperative, Surgery Services



The Staff of the Telemetry Care Unit

This past year has been very trying for all. Health care has never stopped; we show up for our shifts, we do extra shifts and do overtime when asked. But through all the darkness, negativity and deaths we find sunshine beyond the clouds. Many of our patients become part of our family.

We had a patient who was supposed to celebrate his 63rd wedding anniversary. During his stay he was cleared of COVID, but still required a high amount of oxygen and could not receive visitors. This patient wished more than anything to be able to provide his wife with flowers, to show her his devotion and love on their anniversary. Our amazing manager Krista Rooks, RN, Nurse Manager, made a special trip to the store and bought a beautiful bouquet of yellow roses (yellow is his wife's favorite color) and chocolates for him to give to his beloved wife. Our patient confided to Krista that he would need six boxes of tissues because there would be many tears of joy when his wife was able to come and visit.

Another of our patients was also here for many days. All she wanted was some Cheetos. Our nurse Lynsey Coopriider attempted to get her Cheetos from our dietary department, but dietary did not have any available. The next day Lynsey was working as an educator for the Butte College Nursing Department and was at the hospital with her students for clinicals. Lynsey specially brought the patient Cheetos that she had been craving for weeks!

Working in health care we see that choosing to go comfort care is never an easy decision for our patients or their families. Sometimes small acts of kindness make a huge difference in a patient's last days. We had a patient recently who made the difficult decision to go comfort care, and one of his final wishes was to have a strawberry piña colada milkshake. Morgan Anderson was his nurse that day and called Big Al's to inquire if they could make this milkshake as her patient's final wish. Bigs Al's confirmed that they could make it, and Jamie Corbitt, another one of our registered nurses, went and picked up the milkshake on her break. Not only did Big Al's make the special milkshake, but they did it free of charge! Lindsey Keillor, RN Charge, stayed at his bedside throughout all this. When his family arrived, his BiPAP ventilator was removed, and he was able to savor his milkshake surrounded by the people he loved most in this world.

These are just some of the many stories that our TCU family contributes to. There is sunshine beyond the clouds. Our TCU family is like rays of light that push through these dark times. Without their kindness, joy and compassion we

would be lost in the storm. Mahatma Gandhi once said, “Be the change that you wish to see in the world.” Our TCU team does this daily, and I want to recognize them for being my heroes!

Submitted by Roberta Gamache, RN Charge, Telemetry Care Unit

Dawn Larabee

Dawn Larabee, our Monitor Tech in Critical Care, approached me with an idea to capture the heartbeat of our COVID patients on a strip of paper and send it to their families after they pass away. She came up with the idea to utilize a lab tube so the strip, with the printed EKG on it, was protected and you could see it through the glass tubing. We mail these tubes to the families after the patient has expired with a personalized note.

Submitted by Cindy Llewellyn, Director, Critical Care Services

Brandy Francois

When we hired Brandy Francois, we knew that she had the qualities of being engaged and seeing herself as a caregiver. She is an HIM Release of Information Analyst who has been working at Enloe for just about a year now.

This morning as I arrived at work, I noticed that Brandy was standing near the street on the Esplanade, in front of our building, which is right next to Cal Java. She came over to me, to tell me that someone was lying in the street completely covered with a sheet. She thought she saw feet moving. He was up against the curb but in a location in which a car attempting to park could easily run him over or run over the sheet and not realize that someone was under it.

She said she did not want to leave him alone and wanted to be able to make sure he did not get hit. She didn't have to stay. She was not even clocked-in yet. She could have come inside and then called someone, but she was worried about this person and watched over him until we traded places and security arrived. The security guard was also fantastic and handled the situation with kindness and compassion. This is the kind of person Brandy is every single day. We are very fortunate to have her on our team and here at Enloe.

Submitted by Leslie McDonald, Manager, Health Information Management

Rachael Bertagna

Rachael Bertagna, RN, went above and beyond to make sure a patient's test results were recorded properly, despite having to do many tasks to do so. This test was very important, for it determined which unit the patient would be directed to. Rachel was helpful and kind throughout this process, despite having to answer calls and provide patient care to others. She is a rock star!

Submitted by Sara Voigtritter, Infection Preventionist, Infection Control

Kimie Kaps

Working COVID during the holidays is tough. Not because we can't be home with our families, but because we know our patients can't be home with theirs. Being stuck in the hospital is hard. Trying to breath and missing your family is even harder.

We recently had a patient with COVID, who had been with us for some time. He usually was in good spirits, happy and listening to music. However, a few days before Thanksgiving he was seeming extremely down and out. Come to find out, it was because he was missing his family. Thanksgiving was his holiday – the day he gets to cook for them and enjoy seeing his family that he doesn't get to see all year.

When Kimie Kaps, our amazing housekeeper, found out he was sad and missing his family, she went out after her long shift and bought him decorations to help make his holiday a little more bearable. She came in, decorated his room, and spent some time talking to him. When I went in his room later, he was ecstatic that someone took time out of their day to do that for him. He had on the biggest smile I have seen since his stay.

Kimie is truly a blessing to have, not only on our floor but as a co-worker. She's constantly taking time out of her day and money out of her pocket to help make our patients smile.

Submitted by Lisa White, CNA, Telemetry Care Unit

Breanna Dikes

Providers don't want to be coders; they want to care for their patients. Physician Coder Breanna Dikes, CCS-P, is always there to support any provider with coding and documentation help and is always gracious and informative. She meets with providers whenever it is requested or if she sees a trend that she needs to address with a provider. Breanna will follow up with a provider she meets with, to make sure whatever information she provided is working for that caregiver.

In essence, Breanna takes exceptional care of our Enloe providers so they can focus more time and attention on their patients!

Submitted by Tracy Graham, Supervisor, Physician Coding & A/R, Patient Financial Services Physician Billing

Chelsea Barajas, Bayleigh Fountain, Lindsey Ritcheson, and Andrea Mitten

Recently we received a very pleasant 99-year-old gentleman who had fallen outside his home in Orland. He had been attempting to put up his exterior Christmas lights, as he had every year. His wife and children had long since passed away and the nearest relative lived out of state, so he had no one to help him. Despite being alone, his Christmas spirit never waned.

After listening to the sweet man's story, Chelsea Barajas, monitor tech, said: "We need to get these Christmas lights up for this man." Chelsea called her sister, Bayleigh Fountain, who is a nurse in Neuro-Trauma Surgical ICU and a volunteer firefighter for the city of Orland. Bayleigh then contacted her fellow firefighters who went to the man's house and finished putting up his Christmas decorations.

At the hospital, the man had told his nurse, Lindsey Ritcheson, that the medics cut off his favorite shirt. He called it a "western shirt." So, Lindsey and Andrea Mitten, RNs, bought two new flannel "western shirts" for him. They also bought him a fleece blanket to keep him warm and a poinsettia to keep by his bedside to enhance the Christmas spirit while he was in the hospital.



The nurses presented their gifts to the patient along with a picture of his home, now completely decorated for Christmas. The patient, at first, didn't recognize his home and said, "Hey that's not my trailer," jokingly. He was very happy that his decorations were up and thanked everyone.

The amazing thing is that these are the types of nurses that work in NTSICU, caring for trauma patients 24/7, year after year. They CARE, not just because it's Christmas, but because that's who they are. The sad ending to our story is that we learned our patient passed away a few days later but passed away with feelings of contentment for his Christmas decorations were up. We are glad he got to experience some laughs and acts of kindness too.

Submitted by Terry Bottger, RN Charge, NTSICU and Erica Cimoli, RN, NTSICU

Rhonda Howeson

I want to recognize an amazing Enloe employee named Rhonda Howeson. She did not hesitate to say "yes" to fabricating an arm support that was functional and good looking for a patient.

On her own time, Rhonda used her sewing skills, time, and fabric to make the perfect arm support. You see, this patient has had a flaccid arm for 15 years and was participating in physical therapy for the sole purpose of going through the steps needed to have her arm amputated. The patient had her flaccid arm wrapped tightly around herself and she did not want anyone to touch her arm for fear of more pain.

As Rhonda worked with the patient, I was able to witness the patient's transformation. The patient started to trust the process and brainstormed with



Rhonda on what needed to be adjusted to make the perfect arm support; it took five fittings.

Through this process, the patient changed her perception regarding her injured arm and her life path. From the patient's own words, "I wore the sling for eight hours today. It was a different feel from my old sling, but oh my god, what a glorious support and stretch. Thank you! Thank you! Thank you!" The patient has found gratitude toward her arm and does not want it amputated. Thank you, Rhonda!

Submitted by Nell Weast, Physical Therapist, Rehab Therapies-Outpatient

Megan Murphy

I feel as though this nomination is somewhat long overdue. I would like to submit a story about my co-worker Megan Murphy, one of our certified nursing assistants that works the night shift in Oncology. Megan is a friendly and well-known fixture in our department and the first thing we, as a department, appreciate about Megan is her unbridled energy. Every time staff from other departments float to work on our floor for a shift, they remark on how much she helped them with their patients or with wayfinding.

Megan's patients often remark on her bubbly personality. One of them recently gave her the moniker of "Giggles," and it's rather fitting. This particular patient was a somewhat restless gentleman, who needed to take several walks through the halls throughout the night to relax. Megan frequently accompanied him and kept him pleasantly occupied and safe. It's rare that you see Megan without her characteristic smile. On any typical workday, she sprints (literally) to respond to bed alarms and locates herself close to her higher-acuity patients that are high



fall-risk or merely frequent callers. Her patient rooms are always well-stocked and tidy, and she welcomes tasks and staying busy. CNA work is physically and often emotionally demanding. Megan just smiles through it all.

Megan brings a human touch to her work. I remember one night, some time ago, she was caring for a patient who was feeling very depressed. This patient was having a birthday, had been admitted to the hospital and wasn't able to see her little dog, which made her feel more despondent. We had made her a birthday card when things were quiet, but the patient had emphasized that she didn't feel much like celebrating. Megan went to Pediatrics, searched through our supply of stuffed animals and brought back a really cute little stuffed dog. She took the dog and the card that staff had signed and went back to the patient's room. Megan let her know that we were here for her and that she had the dog to cuddle until she could get home to her own. The patient was teary, very moved, and glad that Megan was so kind to her.

During this pandemic, Megan kept our morale up by supplying us with pretty, disposable hospital-grade masks that she left out in the breakroom and at the charge desk, something she still does weekly. We've watched her stop passing respiratory therapists, housekeepers, lift techs and ambulating patients to offer them a pretty mask! No one is ever left out of her generosity. That generosity also includes holiday baking, often with a theme. Her Halloween offerings usually include homemade apple cider, that she cleverly packages in IV bags (from Amazon), which she hand-delivers to multiple departments, including Environmental Services and Dietary. She also shares her Christmas truffles. Sometimes it's little things like that which keep us going. We are just so very, very lucky to have Megan.

Submitted by Cecelia Reeves, Unit Secretary, Oncology



Jen Siordia

Jen Siordia, Medical Assistant I, was visiting her sister when she heard what she thought were gun shots, “crack, crack, crack!” When she heard a voice crying for help, she ran outside to see what the matter was. To her surprise, she found a giant oak tree limb had broken off and fell to the ground, estimated to be 18-inch diameter and 500 pounds.

She saw a 16-year-old boy dazed and staggering, holding his hand to his head with blood pouring down his arm. Jen noticed a second younger boy pinned up against the fence by a large branch of the same limb. She ran to the first boy, sat him on the ground and asked the boy’s family, who were standing around frozen in time, to get a towel so she could hold pressure to control the bleeding. Jen had been with her sick child when we held our Stop the Bleed class, but she knew enough to know what to do.

The family returned with a towel and Jen held tight pressure to the boy's scalp while 911 was called. A jogger was running by, saw the commotion and offered to help. Jen sent him to the other boy to get him out from under the tree. The jogger came back after freeing that boy and explained that he was a medic and asked to see the wound. Jen exclaimed, “I have the bleeding under control and the ambulance will be here shortly.”

The ambulance arrived, assessed, and treated the 16-year-old. He was brought to the hospital, where he was taken emergently to surgery. If it was not for Jen's quick thinking, intervention and triage, this young man could easily have died before the ambulance arrived. The other boy, after being freed from the tree and fence, was found to have a broken toe.

Jen is the definition of Enloe's mission of patient-centered care. She is always willing to help others and is so kind and caring. She goes above and beyond for patients, whether it's filling out paperwork or facilitating patients to the most suitable support after life-changing, traumatic experiences. It is for these reasons and her willingness to help strangers in a time of need, that we submit this nomination to recognize Jen. Not all heroes wear capes.

Submitted by Neal Cline, Trauma Program Coordinator, Trauma Service, and Lorita Crichton, Clinic Lead, Ortho Trauma Clinic

Reyes Nicholas

In February, a Hispanic gentleman was brought into the Emergency Department after being found, very disoriented, trying to get into cars in a parking lot. The patient was speaking Spanish only, very combative (thinking the police were arresting him) and confused, wanting to walk home to Kern County. The patient was quickly medicated for his safety and to provide the care he required.



Reyes Nicholas eventually became his nurse in the ED and had multiple conversations with him, attempting to discern how he ended up in Chico. The patient repeatedly relayed a story of getting on a bus in Portland, Oregon, and was on his way home. He had gotten off the bus, inadvertently, in Chico and became disoriented to his whereabouts. At some point, he was robbed; his wallet was completely empty.

Reyes' shift was coming to an end and she gave me report to assume care for this gentleman. As we were discussing his story, I asked Reyes if she had called his hometown's police department to see if he was listed as a missing person. We discussed the possibilities of this and that his family may not have contacted law enforcement.

Reyes went home and Google searched for a missing man in his hometown, in Spanish. The very first thing that came up was a picture of our patient and a story about his sister searching for him over the past couple of days. Reyes contacted me at work with the information, which I passed on to our social worker, who was able to contact the patient's sister. His sister was able to drive to Chico to safely pick him up.

I am so thankful to Reyes for following through after our conversation and researching the situation. Who knows how long this man would have remained in our care or when he would have been reunited with his family. This was a very heart warming, rewarding outcome for a department that can have so much sadness and trauma.

Submitted by Christi Lawrence, RN, Emergency Department

DO YOU KNOW OF A STORY OF EXCELLENCE?

Submit your nomination for a Story of Excellence on Inside Enloe for caregivers or [Enloe.org/stories](https://enloe.org/stories)

The screenshot shows the 'ENLOE inside' website interface. At the top, there are navigation links for HOME, FORMS & RESOURCES, APPLICATIONS, PHYSICIAN / ALLIED HEALTH STAFF, CALENDARS, and HR & RECRUITING. A search bar is located in the top right corner. The main content area features a large image of a group of healthcare workers holding awards, with a 'Stories of Excellence' banner below it. To the right, there is an 'Announcements' section with several news items. Below the main content, there are sections for 'Internal Connections', 'Org Chart', and 'PHYSICIAN & PROVIDER INFO'. A red arrow points to the 'Stories of Excellence' link in the 'Org Chart' section. Other visible links include 'Nominate', 'Read Stories', and 'Employee Communication Resources'. There are also several utility icons for COVID-19 updates, vaccine testing, and hospital accreditation.



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