



Stories of Excellence





Stories of
Excellence



ABOUT 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 colleagues, patients, visitors or others; then Enloe's Planetree Leadership Team selects recipients for the Stories of Excellence Awards. These stories, along with past recognized stories, can be found at www.enloe.org/stories.

In 2022, the COVID-19 pandemic continued to pose a challenge around the world. Here at Enloe, we found a way to recognize our caregivers safely. With the indoor masking requirement, we took the Stories of Excellence celebration outdoors to the Enloe Park. Please enjoy this year's inspirational stories.

William “Liam” Luden

I'd like to describe some of the everyday excellence exhibited by Liam Luden, RN Charge on fourth-floor Oncology. Despite having adopted two daughters last summer, Liam postponed his paternity leave until January so he wouldn't leave our unit short-staffed during the holidays. He then came in at 3 a.m. to help cover the overnight shift for chemo administration during Christmas week.

Jan. 2 was supposed to be his last day, and it proved to be a difficult day. Several staff members called in sick. In addition to being short-staffed, one of our newly diagnosed cancer patients tested positive for COVID-19 on the final day of his three-day chemo infusion. In the best interest of the patient, Liam made arrangements to keep the young man on our floor. His nurse was to care for him solely, so as to not be an infection risk to other patients on the unit. Liam stayed late that evening to tie up loose ends and then wished us all a farewell, saying “See you in eight weeks!”

The following day, Jan. 3, began with more employee sick calls, including one from the only available charge nurse. You can imagine our surprise when I returned for my next shift and Liam was working. He once again postponed his paternity leave to help our unit. He even offered to further postpone his leave, but our manager told him to take his well-deserved bonding leave with his family.

Liam is a kind person and is always thinking of others. You can count on him to go above and beyond to do what's right for patients and help out his co-workers.

Submitted by Aimee Martinez, RN, Oncology Unit

Royce Rhoda (CELEBRATION PHOTO UNAVAILABLE)

I was born at Enloe Hospital 70 plus years ago, so my roots at this facility run deep. Dr. N.T. Enloe signed my birth certificate. Many, many times I or my family have been served by your medical community. I can say that almost every experience over the years has been positive.

I recently was seen in your Emergency Department for what I thought was going to be a fairly routine follow-up to a common medical issue. I seriously hesitated going, as I didn't think my problem was serious enough to take resources from your staff, but ultimately decided to be checked out. The wait in the ED was reasonable, and the care was exceptional. I had a nurse named Alyssa, and Brittney Dixon, M.D., Emergency Medicine, treated me. Both were professional and thorough.

My initial problem was addressed, but after a CT scan, Dr. Dixon informed me of an “incidental finding.” She instructed me to consult my primary physician for further investigation. I did that promptly, as I was and am quite concerned. My primary physician indicated that I needed a different CT scan and called Enloe to schedule it within 48 hours. I had that follow-up scan. The purpose of my letter is to single out one of your employees for the best, most compassionate care I have ever received. I feel so strongly that she deserves recognition for the care and concern she displayed. Her name is Royce Rhoda.

When I had the first CT, due to past surgeries, it had been excruciating to lay flat on my back and extend both arms above my head, but I managed to get scanned. I dreaded the next CT scan. When I arrived for it, Royce was briefed about my inability to lie flat. Royce was wonderful! She not only put a pillow under my neck to ease the neck pressure, but she placed a horizontal bar above my head for me to grab instead of having to place my arms behind my head. What a different experience — the CT was completed without back or neck pain. Royce’s act of compassion and understanding made all the difference. She not only listened but figured out how to relieve my discomfort. In today’s world, it is often easy to complain, and I do so when I feel justified.

In the reverse, I also think it is important to take time to acknowledge those who go above and beyond. I just wanted to share that Royce made an uncomfortable experience less so. She exemplifies the “Best at Enloe!” Health care workers and hospitals have had a rough couple of years, and from those of us who appreciate all you do for us as a community, I just want to say thank you!

Submitted by Vicki R. Patterson, Patient

Print Services Staff

This letter is being sent to you to share with you my love and gratitude for the manager and staff at Enloe Print Services. My son, Dan Alires, worked at your hospital as a courier and in Print Services for several years. He passed away last August from cancer, leaving his 5-year-old son, Chase, without a father. He thoroughly enjoyed everyone that he worked with there. He also very much appreciated working at Enloe. He had worked there at an earlier time for about nine years. Enloe had been a very good place of employment for him. The Manager, Kim Cardenas, contacted me over the holiday and said that the “Print Shop Santa” would be bringing Chase Christmas presents. What a wonderful surprise! Each employee at the print shop donated money to buy the gifts and showered Chase with a number of wonderful presents. Their love for my son and Chase was heartwarming and the highlight of our Christmas. Their love and kindness brought joy to the whole family during a difficult time. They blessed Chase with presents just like his father would

have done. They definitely demonstrated the Christmas spirit, and I thought you would appreciate hearing about these wonderful employees.

Submitted by Kathy Christian, Mother of Former Enloe Caregiver

Juliette Lindeman

My child made a very bad decision last month and overdosed. We spent the day in the Emergency Department, and he was admitted to Pediatrics. I hate to admit that I've forgotten the name of the sitter that was assigned, but this absolute angel accompanied us in the Emergency Department and on the fourth floor.



This is not the first time I have been in this position, unfortunately, but it was the first time here in Chico. This sitter and our nurse, Juliette Lindeman, RN, Pediatrics, were definitely the kindest and most supportive caregivers I could have imagined. They did not judge my child for questioning his gender identity; they simply accepted his name and pronouns. They did not judge my child for his emotional struggles; they just gave excellent, skilled care with affection, humor and kindness. Most of all, they made him feel safe and valued.

Our whole care team was great, but these two women, on our first scary night here, were really a cut above. I hope they will be acknowledged and celebrated by Enloe and emulated by their colleagues!

Submitted by the Mother of the Patient

Emergency Department Staff

My husband was seen in the Emergency Department in December. They allowed me to join him through the process, as he was having memory issues and nausea. He had recently been diagnosed with angina two weeks prior where we live in Central New York.

We went through triage, and then he was moved into a bed in the ED. He was assessed by a nurse, where his medical history was taken and bloodwork drawn even before anyone asked for his insurance information. We were impressed by this and thought we were in the right place for the care that was needed. He had all kinds of tests done and was admitted to the second-floor Cardiovascular Unit and underwent a heart catheterization, stent placement and an angiogram.

All of the nursing staff were great, and the doctors that we remember seeing are Catherine Prince, D.O., Sean Maiorano, D.O., and Aaron Reposar, M.D. From the moment we walked in, to the moment we walked out – from the ED staff, doctors, nurses, volunteers to Gift Shop staff – everyone showed such concern and compassion, not only towards my husband but also towards me, who was considered “the wife.”

Thank you all so very much for all of the love and support that you gave to both of us while in the hospital. It was a heartwarming experience, and you helped us through a tough time, especially being so far from home.

Submitted by the Wife of the Patient

Kinsey Dietle

Nurse Kinsey Dietle, RN, was absolutely incredible with my young son who needed stitches. She comforted him, sang to him and made him feel so much safer during the process. She was just the best! Thank you!

Submitted by Lauren Rafe, the Mother of the Patient

Leslie McDonald

I had surgery back in 2008 at Feather River Hospital. Some of the specifics regarding that surgery had been incorrectly entered into my Enloe MyChart account by a physician. This incorrect entry would have affected an upcoming surgery at Enloe's Outpatient Surgery Center, and I was stymied as to changing the online records since it needed to be done by the original facility. In my case, the records had burned in the Camp Fire and had never been digitized.

Leslie McDonald, HIM Manager, far exceeded my expectations for getting this problem corrected and eased my concerns. She cleverly realized that Pathology Sciences Medical Group might still have 2008 records, so she went to their archive

system to get the original report and then was able to officially update the MyChart records with accurate information.

It was such a relief to me; the incorrect information could have adversely affected my upcoming procedure. Leslie is not only a true professional but, equally as important, she is a caring, compassionate individual whose helpful nature and clever sleuthing made my Enloe experience much, much better. Please share this with Leslie and give my thanks to whomever originally hired her at Enloe — a very good move! I'm guessing Health Information Management doesn't often get caregiver kudos stories because they're so typically behind the scenes.

Submitted by Tonya Dale

Alicia Wenberg

I want to nominate Alicia Wenberg, M.D., obstetrician/gynecologist, for being such a great mentor, along with every ounce of human kindness and compassion for all that she does. I appreciate her as a doctor and as a person. The smallest amount of gratitude goes a long way, and she shows that very frequently. Not only that, but she cares deeply for her patients and ensures that she provides the best care that she can. I am very grateful to work with such an amazing doctor.

Tiffiney McCraney, Medical Assistant, Women's Services – Esplanade

Katelyn “Katie” Duncan

I am a nurse, and as such, I am accustomed to being people's point of contact on some of the worst days of their lives. I am not accustomed to being on the other side. On Feb. 20, while I was traveling with my family near Sonora, my dad had a life-threatening accident on his property in Berry Creek and was pinned under a tree with what we would later find out were a broken back with a spinal cord injury, a broken scapula, an open leg fracture, severe scalp laceration, ear avulsion and a traumatic brain injury.

When my mom called me in hysterics, my husband called to ensure that a helicopter was dispatched, which it was. I cannot stress enough that there were many players involved in saving my dad's life, but I would like to share my personal experience with a friend of mine who not only played a key role for my dad but impacted my experience as well. My dad was extricated from under the tree with valiant efforts from many. Then, he was stabilized and transported to the helicopter by Katie Duncan, Flight Care RN, and her team. My dad arrived at Enloe; it was quickly determined that he would need to fly to UC Davis due to the severity of his injuries.

My mom was able to fly with him, and given my location at the time, my husband and kids were able to drop me off (alone due to COVID) at the UC Davis ED to



wait for the helicopter. When they arrived, I hugged my mom, and then she was pulled back to be with my dad. (Only one person was allowed to accompany him.)

I sat there in the UC Davis ED alone, under the weight of my grief. When I looked up, there was Katie in her blue flight suit. I was hugging her and crying before I could even register the movement. She told me everything I wanted to know and some things I needed to hear. She grounded me and hugged me until I felt strong again. So many members of my Enloe family lifted me up and let me cry while I struggled through this experience with my dad, but Katie was the first. I will never forget that.

Submitted by Sarah McFarland, RN Charge, Med Neuro

Erik Jensen

My husband has a chronic condition with symptoms that are not well controlled. We have been working with our provider to try different medications to relieve the symptoms that cause the pain associated with his diagnosis. This has been a very challenging time for my husband; his quality of life has suffered. There have been

many challenges with obtaining a diagnosis and many failed treatments to alleviate symptoms. These treatments often included use of medications not on formulary.

It has been a rollercoaster. The latest medication therapy treatment required prior insurance authorization. This medication was prescribed on March 1. On March 11, we received a letter addressed to my husband denying the medication, citing that additional information was needed from the provider. We had been hopeful that this medication could help with my husband's condition. Receiving this letter was frustrating.

On March 14, we received another insurance authorization letter approving the new medication, but the letter was addressed to me, not my husband. I thought it odd that the letter was in my name but was grateful that the provider had already submitted the information requested for the authorization.

Yesterday, March 18 around noon, I went to the Outpatient Pharmacy to inquire how the filing of this medication was proceeding. Here is where I met Erik Jensen, Pharmacy Technician. Erik queried the system and immediately recognized that there was an issue. I provided him with a copy of the approval letter addressed to me, and he said he would find out what happened and try to resolve the issue.

At 12:50 p.m. Erik called me to let me know he had left a message with the provider and that he would be in contact with the insurance company. At 6 p.m. the same day, Erik contacted me again with the good news that the records of approval for the medication had been moved under my husband's name. He then told me that the medication was not stocked at the pharmacy but had been ordered and should be delivered the next morning.

Erik resolved this issue for my husband and me. He gave it top priority and kept me informed every step of the way. Erik was unaware of the challenges my husband has faced and our frustrations with finding a treatment. Yet, he put the patient first and recognized that this error needed his focused attention to resolve it and that this medication was important to the wellbeing of the patient. We are grateful for his efforts. He displayed pride and passion in his work and provided red-carpet-style customer service. He truly is a rock star!

Submitted by Paulette Woolley, Supervisor, Quality Management

Mellisa Lopez

On Jan. 21, Williams Fire was dispatched to a medical for a ruptured wound. Captain Seaver, Medic 6010 and I responded.

I arrived on scene first and was met by a woman that stated her aunt had fallen out of bed and was in pain. She also stated that the aunt had defecated and was bleeding in the same area.

I made contact with the patient and noted that she had pajamas on, had clearly had an episode of bowel incontinence, was bleeding and complained of hip pain, so I waited for additional personnel before moving the patient. Medic 65-10 arrived with Paramedic Charge Mellisa Lopez and an EMT.

Mellisa made patient contact and then asked for extra gloves and baby wipes. She proceeded to remove the pajama bottoms and clean the area along with the open wound. After making sure the patient was clean and the wound was properly dressed, Mellisa assessed the possibility of a broken hip.

Engine Crew 3011 and I are just blown away with the service and compassion that was provided to the patient by Medic Mellisa Lopez. I have been in this business for almost 40 years and will say that 99% of the ambulance personnel would have put a sheet around the patient, focusing only on the possible broken hip, not on the patient's cleanliness.

On behalf of Williams Fire Protection Authority, we request that Enloe honors Medic Mellisa Lopez in some way. This is not the first time that we have seen this caring and compassionate treatment from Mellisa and the partners that she works with in Colusa County.

Submitted by Jenny Humphries on behalf of Jeffrey Gilbert, Williams Fire Chief

Heather Harris

Heather Harris, our Volunteer Coordinator, after being out of the office for a few minutes, returned, explaining that she was late due to an unexpected event unrelated to the hospital. She proceeded to tell her story.

As she was walking along one of the nearby streets, her attention was directed to a honking car. This car was repeatedly honking at an old basset hound quivering and cowering in the street, panic stricken and unable to move.

Heather motioned towards the dog and sweetly called for it to come to her. Once the dog was within her grasp, she moved it to safety and checked its collar for ID. Within a minute, Heather was talking with the owner, who proceeded to tell Heather that her old dog had been missing for a week and she was so happy that she had finally been found. The woman explained that she wouldn't be able to get her dog for an hour; she asked if Heather would drive the dog home and put her in the backyard. Without hesitation, Heather carried the dingy, scared dog to her car, carefully placed her on the seat and drove her safely home.

Without the kindness and empathy that Heather showed to this lost little dog, the dog would have continued living on the streets in fear, away from her family — a true act of animal kindness.

Submitted by Becki Mathiesen, Employee Recognition & Events, Volunteer Services

Jennifer Melo, Breana Feistel, Melissa Coulter, Megan Lyford, Jeff Beck, Amanda Lefor, Dave Smith, Baylee Martin, Elise Debord, Suzie Lawry-Hall and Buck August, Donna Larson

On Wednesday, April 20, a patient was brought to the ED via EMS transport after suffering a medical issue while riding his bike in Bidwell Park. After a valiant effort to save him, the patient passed in our NTSICU unit. The family was grateful for the care they all received during this event.

On Thursday, April 21, the patient's family reached out to Enloe letting us know that the patient's phone was not returned with his belongings. However, the location software on the phone continued to report that it was at Enloe. A thorough search of every unit in which the patient was cared for was launched. Patient Care Vice President Donna Larson, ED Managers Jennifer Melo and Breana Feistel, NTSICU Nurse Manager Melissa Coulter, NTSICU Charge Nurse Megan Lyford and Admin Nursing Supervisor Jeff Beck assisted with the search. Additionally, NTSICU's Amanda Lefor, the patient's bedside nurse in his final hours, also worked very hard to find the phone. Baylee Martin, Business Development Specialist, and Chelsea Watters, Marketing Intern, searched the outdoor area and flowerbeds near the ambulance bay entrance and visitor exits. The search continued through Thursday, to no avail.

On Friday morning, Elise Debord, Patient Experience Manager, contacted the family again to ask if the phone's software still reported it at Enloe and they replied that it did, but that there was only 15% battery left so time was running out. Elise realized that the exact location, indicated by the location software, was in the vicinity of where collected waste is stored for pickup. Elise called Engineering Supervisor Dave Smith, who met her near the dumpsters. He informed Elise that some of the containers had been picked up for transport at 0600 that morning, approximately an hour earlier. Rather than give up, Elise called the phone's number; Dave heard something, but it was very noisy at that time, and he was uncertain where it might be.

I received another message from the family letting me know that the patient's belongings, returned to the family Wednesday night, contained the remains of his coat. However, the part of the coat where the pockets were, had been cut off during treatment in the field. They believed the phone was zipped in the pocket. They sent a photo of the coat so that it could be identified. By this time, the family reported that the phone was still pinging at Fourth Avenue and Magnolia, but that the software showed there was 0% power left on the phone.



I shared that news and the photo with Elise. Not to be deterred, she again visited the trash storage area, this time with Suzie Lawry-Hall, Marketing & Communications Director, and Buck August, Women's Services Dietitian. She dialed the phone number and again asked the family to "ping" it with the software. Buck "Bat Ears" August heard one of the trash bins buzzing. By process of elimination, they narrowed down the sound to a single bin and found a plastic bag containing the remains of the coat and the phone, at the very top of the bin. The phone indicated it had 1% power remaining and the screen read, "Lost iPhone. This iPhone has been lost. Please call me. It belongs to (patient name). He passed away on 4/20/2022. Please return to family."

Elise took the phone and headed to her office to call the family, during which time the phone lost all power and shut down. She contacted the family and was able to place the phone into the hands of the patient's grandson that afternoon. I received a final message from the patient's son as soon as they heard the news that the phone had been found. It read simply, "God bless you all. We are rejoicing."

Without the extra effort taken by everyone involved in this search, both inside the building and out, this family would have lost an important connection to their loved one. I applaud everyone involved in blessing this family with something they thought was lost forever. Thank you all!

Submitted by Jolene Francis, Vice President of Philanthropy & Communications

Haley Synold and Dawn Larabee (CELEBRATION PHOTO UNAVAILABLE)

When a loved one dies of COVID-19 and family cannot be present with them, what can you do as a caregiver to ensure that family feels a part of the moment, even from far away?

This is the dilemma that faced our Neuro Trauma Surgical Intensive Care Unit (NTSICU) nurses at the peak of the first wave of COVID-19. Haley Synold, RN, wanted to give families a keepsake of their loved one's heartbeat and talked to Dawn Larabee, Monitor Tech.

They found a way to encapsulate a loved one's heartbeat that was simple to make and beautiful. Dawn, from her monitors, prints a paper strip of the patient's heart monitor and places it in a red top lab tube, creating a beautiful personal keepsake for families.

Today as I write this, 10 family members for two patients will carry their loved one's heart home with them and won't have to leave empty handed. What an incredible gift and innovative thinking by these two caregivers who worked together to make a huge difference for families.

Submitted by Sara Voigtritter, Infection Preventionist, Infection Control

Palliative Care Team

We had a patient transition to palliative care due to anorexia and profound debility, resulting in becoming bedbound with multiple hospitalizations in the summer of 2021. She had simply stopped eating for an unknown reason. A feeding tube was placed during one of her hospital admissions, as she was taking very little in by mouth. Upon admission, the patient was bedbound, incontinent and completely reliant on her husband for all activities of daily living. She was established with me, who referred her to Licensed Clinical Social Worker Brid Powers and Physical Therapist Javier. She was determined to get better, and her goal was to be able to walk to her front door. It's not very often we see patients get to that point in our specialty. During our last visit to see her in March 2022, she answered the door! She feels very blessed and thankful to the Palliative Care team she had for helping her get to this point.

Submitted by Anna Coates, Nurse Practitioner, Outpatient Palliative Care

Jamie Lopez

There is an elderly woman who is one of our patients who lives in Willows and has challenges with transportation. Jamie Lopez, Medical Assistant, delivered to her the CT contrast dye she needed to take before her CT scan, so she would not have to make additional travel arrangements with someone. Jamie then continued to

assist the patient by rearranging her telehealth visit. Jamie always goes above and beyond to serve our patients and meet their needs!

Submitted by Amber Lopez, Clinic Supervisor, Hematology Oncology, on behalf of Mandy Robertson, M.D., Hematologist/Oncologist

Casey Pevey

The Cardiovascular Unit had a patient that was here for an extended length of stay. Due to the amount of time the patient was at the hospital, many of our nurses had the opportunity to care for him. There was one nurse, Casey Pevey, that particularly stood out for this patient. Over the many 12-hour shifts spent together, they created a unique bond.



Casey was scheduled to go on a vacation to Costa Rica and the patient was anticipated to be discharged to a facility. After returning from his vacation, Casey stopped by my office to tell me he was delivering this patient a beanie that he had brought back from Costa Rica. The patient had unfortunately been readmitted to Enloe so Casey was able to hand deliver the beanie that he had promised he would get him.

It is a simple act of human kindness like this, that can make an everlasting impression, especially during a time of need.

Submitted by Holly Abrams, Nurse Manager, CVU

Hailey Peek

On May 2, 2022, Ms. Hailey Peek, Surgery Services Scheduler, was instrumental in scheduling a complicated add-on case for the main GI department.

Hailey provided multiple options, updates, helpful information and clarifications, all while the clock was ticking toward the end of her shift late that afternoon (though she never said a word about it). She never got flustered and remained calm, friendly, and professional. Hailey was invested in helping this patient get the care they needed and wasn't going to stop until she had all the pieces lined up for the main GI suite procedure (GI M.D., Anesthesia M.D., GI Room, Specialty RN Assist, supplies, CPT codes, information loaded from the Snap-Board, main GI charge nurse notified, etc.). She just kept going. It wasn't until it was all confirmed by Hailey, and we hung up the phone, that I finally looked up at the clock and noticed the time. I could only smile to myself and take note of it.

The next day, the GI case went according to plan, and no one would have ever known the amount of work that went on behind the scenes to make it happen.



Thank you, Ms. Peek, for your amazing service to Enloe, our staff, our patients and our community.

Submitted by Leisa Ann Bunte, Supervisor, Digestive Diseases

Marie Daly, Robert Sutton, Shane Mariluch, Tyler Lombard and Nathan Clark

Marie Daly, Lead RN Case Manager, received a call from Radiology asking for help with getting a patient his medications so he could have his procedure the following day. The patient and his wife live in Willows, and due to their age and the distance to Chico, didn't feel comfortable driving in poor weather to get the medication. The courier was unable to assist due to being out of town. So, Marie reached out to Robert Sutton, Dispatch Supervisor, explaining the scenario.



Robert came to the rescue with the help of Shane Mariluch, Paramedic Charge, and the Enloe EMS Willows crew, Tyler Lombard, Paramedic, and Nathan Clark, EMT. Marie obtained the patient's medication, which our Outpatient Pharmacy passed on to Shane. Shane then met the ambulance crew, Tyler and Nathan, halfway between Chico and Willows. Tyler and Nathan completed the last leg of the journey and successfully delivered the needed medication to the patient's home. Thank you to our first responders who answered the call to serve and did the right thing for the patient.

Submitted by Michelle Evans, Director, Case Management

Jamie Lopez

There is an elderly woman who is one of our patients who lives in Willows and has challenges with transportation. Jamie Lopez, Medical Assistant, delivered to her the CT contrast dye she needed to take before her CT scan, so she would not have to make additional travel arrangements with someone. Jamie then continued to assist the patient by rearranging her telehealth visit. Jamie always goes above and beyond to serve our patients and meet their needs!

Submitted by Amber Lopez, Clinic Supervisor, Hematology Oncology, on behalf of Mandy Robertson, M.D., Hematologist/Oncologist

Jenay Holloway

I came into the labor and delivery unit with bleeding at 25 weeks of pregnancy. I have experienced loss in the past and was terrified and hysterical. I also have had cold experiences with medical staff, which makes a terrible situation feel even worse.



The moment Nurse Jenay Holloway came to get me from the lobby, she saw that I was crying, put her arm around me and told me everything was going to be OK. I instantly felt relieved that I was in the care of someone who was taking my concerns seriously. She validated every feeling I had while providing exceptional medical care. She advocated for me to the OB about what was going on.

Thankfully I was discharged the same day without any complications, but Jenay continued her care and compassion through all the hours I was there. She gave me a hug when I was discharged and told me to come back, without hesitation, if I had any concerns. She truly went above and beyond, and I will forever remember her kindness, during a scary moment, and be grateful.

Submitted by Sydney Pepper, Patient

Andreas “Andy” Hanf

This story of excellence is intended for our friend, Andy Hanf, Physical Therapist, Rehab Therapies – Acute, among others who responded to the Code Blue (for cardiac/respiratory arrest) on April 21, 2022, in the Intensive Care Unit/Cardiac

Care Unit (ICU/CCU). Andy, being the primary physical therapist on the unit, showed on April 21, 2022, how invested he is in his patients.

After performing a new evaluation on one of the patients who had undergone a coronary artery bypass graft procedure, he ensured the patient was comfortable in the bedside chair and vitals were stable prior to moving on. While working a couple rooms down, he overheard a commotion in the previous patient's room which prompted him to investigate. After ensuring his current patient was safe and stable, he pivoted back to this room.

Upon entry, Andy realized his patient in the chair was unresponsive and a Code Blue was being initiated. Knowing the chair is not the most ideal place to perform resuscitation and time is of the essence, Andy immediately offered his assistance by helping facilitate the dependent transfer to the hospital bed. Once the patient was successfully in the hospital bed, his actions did not stop there.

Without hesitation or question, Andy realized he was positioned to further assist the life-saving efforts and continue the CPR that was initiated in the chair. This included one to two rounds of chest compressions under the direction of the medical team. Considering that Rehab Therapies staff generally stay out of the way during Code Blue, the patient was successfully revived, in part, by Andy's quick thinking and willingness to help when he could have gone the other way.

Hats off to Andy Hanf and the ICU/CCU team!

Submitted by Travis Breeding, Therapy Supervisor, Rehab Therapies -Acute

Hillary Premis

I fell and broke my left arm right above my wrist in November 2021. There was much pain and swelling. I was in a cast above my elbow, then a short cast, and finally therapy was suggested. Honestly, I was not in favor of the idea.

In January 2022, I was to begin therapy and I was very nervous about it. There I met Hillary Premis, Occupational Therapist. She made me feel more at ease. She explained the process and that we, together, would work on regaining use of my wrist and returning function as close to normal as possible.

Over time, working with Hillary, she used various treatments and methods to help my wrist gain mobility, strength, and endurance. This made my therapy sessions something to look forward to instead of something to dread.

In March, my assessment showed remarkable improvement and functionality of my hand again. There is no way to show how grateful I am.

Having such a terrific and knowledgeable person as Hillary working with patients makes the Enloe Rehabilitation Center an excellent facility!

Submitted by Penny Blanchard, Patient

Jeff Crawford

Jeff Crawford, Manager of Radiology, had incredible foresight in the beginning of March 2022 to get the ball rolling on increasing the hospital's supply of IV contrast for CT scans. Prior to this, we were ordering contrast every couple of days. When less significant supply shortages happened before, we have had some close calls with having enough supply to get through the temporary shortage. Because of Jeff, in mid-March, we increased our supply to a par level that could sustain the department for approximately one month. Since the news of the one and only manufacturing facility of Omnipaque being shut down at the beginning of May 2022 due to a COVID-19 surge, we have been able to continue patient care where other facilities reportedly have had to divert patients.

Jeff's push to increase our supply and follow through to coordinate this effort has had a great impact on our community and he continues to advocate for our patients as we work through this significant shortage.

Submitted by Lisa Pauze, Lead CT Technologist, Radiology

Charisse Carver, Maura Blackburn, Janneth Jimenez, Emmanuel "Manny" Gutierrez, Daniel Turner

I was in the hospital for seven days after having just been there for three days a couple weeks prior due to a nasty kidney infection. I was scared, tired and overwhelmed. I was on floor 2 the entire time and Maura Blackburn, RN, and Janneth Jimenez, RN, were amazing daytime nurses, constantly looking for any way to make me more comfortable and to also keep me updated so I wasn't blindsided with tests and procedures. They were incredibly gentle and kind and talked with me about my family and the Harry Potter marathon that was on.

Daniel Turner, RN, went above and beyond. After placing two IVs, he discussed with me PICC lines and midlines and just sat with me when I was at my breaking point. Manny Gutierrez, RN, a night nurse, was always right there when I needed him, and when he said he would be back at a certain time, he was back with bells on.

The one nurse that really stands out is Charisse Carver, RN. She was the most amazing nurse I have ever had the privilege to be around. She went out of her way to make me comfortable and make treatment plans that worked best for me. She was my cheerleader when I made it through the night without a fever and was the most amazing human I encountered during my stay.

I would love a big "thank you" to go out to all five that I mentioned. Because without them, my stay would have been so much harder. They are the best at what they do.

Thank you.

Submitted by Theresa Gertsch, Patient

Angela “Angie” McClellan

I would like to submit a Story of Excellence for Angela “Angie” McClellan, Lead Ultrasound Technologist. On July 6, 2022, Angie performed an ultrasound on a patient who presented to the Emergency Department with a positive pregnancy test and vaginal bleeding. The patient arrived in the Radiology department at approximately 10:15 p.m. Angie started the exam at 10:19 p.m. Immediately it was evident this was an abnormal exam.



While Angie was scanning the patient, the Emergency Department called and spoke to the technologist assistant and relayed concern about the patient being hypotensive and that they wanted the exam portably. Because Angie was in the midst of the exam and close to finishing, she proceeded.

At 10:34 p.m., Angie completed the imaging and was confident the patient had an ectopic pregnancy, likely ruptured due to a large amount of clot. There was no evidence of an intrauterine pregnancy. Angie typed a thorough technical impression, and at 10:48 p.m., she sent the study for interpretation. At that time, she also phoned them to request that they prioritize this patient.

Angie returned from performing a separate labor and delivery exam at 11:25 p.m. when she saw that the ultrasound report on her previous patient had been interpreted by the radiologist. While reviewing the report she noted an opportunity to clarify the findings and contacted the radiologist and Emergency Department doctor. Following their discussion, the report was finalized, for which the Emergency Department doctor was grateful, and by 1 a.m. he had the patient in the operating room.

Angie felt blessed in covering that nightshift. She knew she was meant to be there for this patient. I wholeheartedly believe Angie's exemplary attention to detail and thorough follow-through resulted in this patient receiving the best possible care in the timeliest of fashion, and with the best possible outcome. Sometimes humans become angels on earth, not in heaven.

Submitted by Jeff Crawford, Manager, Radiology

Ellen Soehner, Roger Cutler and Holly Williams

The patient was in the OR, and we all were so busy. It was my first day as Relief Charge, and it was a wild day. We had two back-to-back patients who were very sick. Suddenly a third patient started to decompensate and needed to go to the Operating Room for emergency surgery.

The family knew that their mother was very close to passing, prior to her being whisked away to OR. It was important to them that we ensured their mother had her last rites, as the family was Catholic. Ellen Soehner, our float Monitor Technician, called Roger Cutler, Spiritual Support Volunteer, who called in a priest.

The patient was in the OR, and we all were so busy. But Holly Williams, RN, met the priest downstairs and walked him to the OR.



The team then allowed him to suit up and enter the OR to perform the patient's last rites. It wasn't long until the patient was brought back up to the Intensive Care Unit, and the family decided to move forward with comfort care. The patient passed quickly.

It was such a busy day, and I was so proud that our team got the priest here in time. I know that meant so much to the family. Thank you, team, for all you do.

Submitted by Autumn Avalos, RN, Intensive Care Unit/Cardiac Care Unit

Brandy Anders

Brandy Anders, RN, along with other Emergency Department nurses and staff, took incredible care of my daughter.

To say that Brandy went above and beyond would be an understatement. Brandy never left my daughter's side and took the time to explain everything to her on a level she could understand. Brandy ensured my daughter was comfortable and explained each step, showing her that everything was safe and that there was nothing to fear. She was so patient and kind, taking into consideration that my daughter was scared.

Brandy exhibited all the attributes and virtues you would dream of for an incredible nurse. I could not be more pleased with the exceptional care from each and every caregiver I encountered. I cannot adequately express the sense of pride and absolute gratitude I feel in being able to say that Brandy and the entire staff who helped my daughter work at Enloe too.

Submitted by Nadia Harvey, Education Assistant, Education Center

Bridget Carney

We had a patient on therapy service in the hospital for close to two months following a severe traumatic brain injury who also required a halo placement due to her injuries.

Bridget Carney, Physical Therapist, worked with the patient daily throughout her hospital course and was a constant advocate and champion for her recovery. When the patient was initially requiring 3-4 staff members to safely mobilize, Bridget coordinated everything and made it happen.

As the patient started to progress, we realized we didn't have wheelchairs short enough to accommodate the patient to enable her to propel the wheelchair on her own.

Bridget made some calls and had a special wheelchair delivered from Enloe's Rehabilitation Center that fit the patient perfectly. By going the extra mile, Bridget turned the tide on the patient's recovery. Within a few days the patient went from minimally engaged and confined to her room, to zipping around the hallways in her newly fitted wheelchair and chatting with any staff members who would listen.

The patient continued to make leaps and bounds in her recovery and soon was walking the halls while using a walker with Bridget at her side. The patient was ultimately accepted to Enloe's Rehab Center but had no clothing of her own to discharge with.

Bridget thoughtfully gave the patient a large bag of her personal maternity clothing, all of which could fit over the patient's Halo. The patient was overjoyed, and the therapy session quickly turned into a fashion show.

Now, the patient is not only walking but strutting at Rehab in her new outfits and with a second chance at life, largely in part due to Bridget and her consistent thoughtfulness and care.

Submitted by Casey Millerick, Occupational Therapist, Rehab Therapies - Acute

Zenica Smith

Zenica Smith, CNA, is one of the hardest working CNAs at Enloe Rehabilitation Center. Zenica really models patient care to her best ability. She sometimes wears her heart on her sleeve and goes that extra mile for a patient who just needs a little extra comforting.

We had a patient who was with us at Rehab for over 6 months. When the patient had to transition to another facility, Zenica was really saddened because the patient was one that needed extra care and attention, which Zenica gave through her smiles and big heart as a CNA.

I've heard patients commend her for always bringing good spirits to work, which is warming to them. So Zenica deserves to be recognized for her hard work. Plus, she's a single mother of two growing boys.

When I say to her, "Zenica, you work so much!" her comeback is always the same: "Girl, I have two growing boys and rent and some life, and I love what I do. It's my calling to care for someone else." So please consider this story as an example of a co-worker seeing the best in another co-worker.

Submitted by Becka Samuseva-Tuitele, Unit Host, Nutrition Food Services

Reggie Clodfelter, Loretta Baier-Andrew, Dana Silver, Sheila Vrbeta and Hurshe Hurt

Our cancer center recently acquired a new physician who has significantly increased our workload. We have been diligently preparing for the influx of patients, but unfortunately some of our co-workers got COVID, and we were left very short staffed. Our Cancer Center Pharmacy department pulled together and displayed exceptional teamwork to provide necessary medications for the patients.

Our per-diem Pharmacy Technician, Reggie Clodfelter, has worked almost full-time hours this week. Loretta Baier-Andrew, Chief Pharmacist, rolled up her sleeves and got in the compounding room to compound hazardous medications. Dana Silver, our newest Pharmacy Technician, jumped right in and helped wherever needed. Sheila Vrbeta, our Buyer who also has a pharmacy technician license, jumped into the compounding room to cover breaks and still managed to complete her regular duties. Hurshe Hurt, Pharmacy Technician, worked many days by herself in the hazardous compounding room and was able to get medications to patients in a timely manner.

It has been an all-hands-on-deck kind of week. I am very grateful for our wonderful crew and thought they should be recognized for their exceptional work.

Submitted by Samantha Pursell, Pharmacist, Cancer Center Pharmacy

Krista Rooks, Case Management, Rehab Therapies – Acute, Telemetry Care Unit, Cardiovascular Unit, Neuro-Trauma-Surgical ICU and Surgical Care Unit

I want to recognize Krista Rooks, Nurse Manager, Telemetry Care Unit, as well as the following Enloe teams: Case Management, Speech Therapy, Occupational Therapy, Physical Therapy, and the Telemetry Care, Cardiovascular, Surgical Care, and Neurotrauma Intensive Care units.

They have gone above and beyond for a young patient with a traumatic brain injury and complex history.



While many individuals were involved in the incredible care of this patient, I want to highlight Krista Rooks specifically for the exceptional support and compassion she has shown throughout this patient's stay. Krista has truly gone above and beyond to ensure this patient received the best care possible and that he is set up for a successful recovery. Krista worked tirelessly to advocate for this patient, his needs and the needs of his family. It was truly inspiring to watch her put so much care into the finest of details of his care and recovery.

She created an individualized plan of care and ensured the patient's telemetry care team were effectively updated and involved in the plan. She worked on personally educating the patient's family effective methods for communicating with a person

who has experienced a traumatic brain injury. She collaborated closely with Speech Therapy, Occupational Therapy, and Physical Therapy to assist in the patient's recovery so he could get back to the things that brought him joy prior to his injury, such as learning to play the guitar.

Krista also took the initiative to set up a special dinner for the patient and his mother in our cafeteria. This act was so appreciated by the patient, as it gave him an opportunity to bond with his mother outside of his hospital room.

Krista transformed his hospital room into a personalized rehabilitation room, complete with a laundry basket to allow him the opportunity to practice his hand-eye coordination by putting clothing into it. Krista also arranged for the patient to assist Enloe's volunteers by bringing flowers to other patients in the hospital as part of his rehabilitation. He was given small administrative tasks to further rehabilitate, such as hole punching some blank paper for the Telemetry Care Unit Monitor Technicians. Though these tasks may seem menial to most, they helped the patient prepare for the next stage of his care and his new life post injury.

On the day the patient was discharged to go to rehabilitation, we walked down to the entrance with him and his mother. They both seemed to glow with excitement at the prospect of going to Rehab, and his mother expressed her overwhelming gratefulness to Krista and the staff involved in her son's care.

The patient is now on a successful road to recovery, but most importantly, he and his family were given hope through the compassion they were shown. It was truly amazing watching this patient's journey go from him having trouble integrating back into society, behaviorally and physically, to becoming more confident, stable and independent.

He has come so incredibly far, and I don't think he would have been nearly as successful without the extraordinary efforts of Krista, Case Management, Speech Therapy, Occupational Therapy, Physical Therapy, and the Telemetry Care, Cardiovascular, Surgical Care, and Neurotrauma Intensive Care units. This is a group of people who will go to incredible lengths to provide the best care for their patients, and this story is just a small sample of that. They are instrumental in making Enloe such a unique and incredible hospital.

Submitted by Angela Caspary, Department Assistant, Telemetry Care Unit

Maddie Gilmore

I would like to recognize Maddie Gilmore from Radiology for her dedication to patient care. A mutual patient had imaging completed at Enloe and we, at UC Davis, needed these images to be urgently forwarded to us, for a procedure that the patient was having the next day.

Maddie took the time to walk me through the process of pushing the images into our system and she fielded several frantic phone calls from our office with grace and a willingness to help. I am happy to say we were able to get these necessary images in time for the scheduled procedure.

I am grateful for the collaboration and care Maddie displayed in our time of need! She went above and beyond, and we are truly grateful!

Submitted by Ashley Thomas, UC Davis Medical Center

Keith Cavaness

In recognition of Keith Cavaness for warm and compassionate patient care: Recently, Dr. Cavaness was rounding on his patient in the Medical Neurological Unit, and at that time, a physical therapist was working with the patient. The physical therapist needed assistance with helping the patient mobilize. Dr. Cavaness offered his assistance to help mobilize the patient, instead of having the physical therapist ask the nursing staff for help.

After assisting the patient, Dr. Cavaness could see that the patient's spirits were down. He knew that one of the main goals for the patient was to get his appetite up so that he wouldn't need a PEG tube. Dr. Cavaness approached the charge nurse and the bedside RN at the front desk and asked if he could take the patient outside for some sunshine and fresh air. This was a great idea and just what the patient needed.



Dr. Cavaness insisted that he take the patient outside himself, but first he needed to go downstairs. Ten minutes later, Dr. Cavaness returned to the floor with a box of cream sandwiches. He then handed an ice cream sandwich to the patient and took him outside, in a wheelchair, to not only uplift his spirits but also to give some meaningful conversation.

What he did for the patient was so kind and thoughtful. It meant a lot to the staff to see a physician who showed such compassion and kindness to his patients; the interaction meant a lot to the patient as well.

Submitted by Kristina Bruns on behalf of Tracina Kerry, Registered Nurse, Medical Neurological Unit

Roger Cutler

This story is about complete dedication and selflessness. The Telemetry Care Unit had a patient who had been on the unit for a couple of weeks. He had a very unexpected course that resulted in him losing his legs. We were working on getting him discharged when we learned that he did not have access to his laptop. The laptop was necessary for him to get the resources he needed at home for support and for his employment. The TCU staff was working with this patient to resolve this problem and learned that he had an unfortunate event prior to his admission that forced him to pawn his computer.



Roger Cutler, Spiritual Support Volunteer, came to see the patient and learned of the issue. He took the reins and went above and beyond to set this patient up for success. Roger tracked down the pawn shop, gathered the needed paperwork and ensured that the debt was resolved. He was able to hand deliver the laptop to the patient prior to discharge.

Roger is an amazing resource for our patients and staff. This is one of many examples of his dedication to our patients. Thank you, Roger, for going above and beyond and making this patient's discharge successful.

Submitted by Krista Rooks, Nurse Manager, Telemetry Care Unit

Susan Howey and Casey Millerick

I would like to nominate Susan Howey, Physical Therapist, and Casey Millerick, Occupational Therapist, not for one specific act, but for many years of exceptional patient-centered care.

Both Susan and Casey have strived to make a difference in every patient they encounter — from giving up the shoes on their feet to working with patients who may have otherwise fallen through the cracks.

These two have poured their heart and soul into caring for their patients, patients who have been in acute care for more than 100 days and those who can't move or use both arms and legs due to trauma or stroke.

In the six years I have worked with Casey, he has advocated for several patients to get the services they deserve, the equipment they need and the safest discharge to meet their goals.

In the 12 years I have known Susan, she has been the most fluid, efficient, patient, yet direct therapist who gets the most difficult and most deserving patients back on their feet. Enloe Medical Center should be very proud to have such amazingly talented and persistent therapists on the Acute Care Rehabilitation Team.

Thank you for all that you do for your patients!

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

Mona Sarbu, Angela Brockman, Taylor Rodgers and Madison Dean

Recently, the Cardiovascular Care Unit received a patient from the Emergency Department. This patient unfortunately had multiple admissions to the hospital, which gave the staff and providers an opportunity to get to know him.

There are so many wonderful caregivers who deserve recognition for the wonderful care provided for this patient. However, Mona Sarbu, M.D., nephrologist, went above and beyond to make this patient feel special. Dr. Sarbu was consulted for this patient while he was in the Emergency Department. The patient informed staff and Dr. Sarbu that he needed to be out of the hospital by his upcoming birthday in two weeks. Dr. Sarbu responded to the patient by saying, "If you are still here, we will celebrate."

Two weeks passed and this gentleman was still in the hospital. On the day of his birthday, his family decorated his room. Angela Brockman, RN, Taylor Rodgers, RN, Madison Dean, CNA, and several Chico State nursing students came together and sang happy birthday at his bedside. Dr. Sarbu went down to the cafeteria to buy the patient some carrot cake and an ice cream bar to celebrate. The patient requested the staff take a picture of him so he could share the moment of him

enjoying an ice cream bar with his wife. The patient's excitement was apparent in his facial expressions.

When I learned of this story, I immediately thought Dr. Sarbu was deserving of recognition, the patient did as well. The patient would later be discharged to his home on hospice. He left the following note: 'Dr. Sarbu, thank you for making me feel so special on my birthday. Your gift of carrot cake and the ice cream bar will forever be one of my favorite birthday memories.'

Submitted by Holly Abrams, Nurse Manager, Cardiovascular Unit

QUARTER 4, 2022

Following are stories submitted during the fourth quarter of 2022.

Ashlee Ward

On Oct. 25, Ashlee Ward was on her way to work. She stopped at a coffee stand. The employees there told her that there had been a motionless car at a stoplight for about 10 minutes. The car was not moving when the light turned green. The employees were young and expressed that they weren't sure what to do in this situation. They saw Ashlee's Enloe RN badge, so they asked her what she thought of the situation.



Ashlee parked her car and she and the employees walked over to check on the man. He appeared to be unresponsive in his car. She tried to open the car door, but it was locked. She knocked on the window. Still no response. Somebody at the scene was able to break the window and open the door, which allowed Ashlee to pull the man

from the car. She immediately noticed he was not breathing and began CPR, while instructing the others to call 911. Ashlee completed a full round of CPR prior to EMS arriving.

The man slowly began to rouse and breathe. At that time, EMS was at the scene and took over. This was Ashlee's first experience performing CPR. She is a newer RN in Behavioral Health. I am so proud of her for following her instincts as a fully competent RN. She stayed calm, knew exactly what to do and successfully assisted with saving this man's life. Ashlee is a wonderful nurse. She is kind, smart and very intuitive. I am proud to work alongside Ashlee!

Submitted by Annie Connelly, RN Charge, Behavioral Health

Ruth Epperson

I, along with RN Danalee Acebo, had a patient in the Neuro-Trauma-Surgical ICU who had been involved in a motorcycle accident. He had been intubated for some time and was in need of a tracheostomy. The patient's wife was at a loss as to how to explain to their young son the procedure or the necessary equipment the father needed.



When we attempted to find education that was appropriate for a child, we were unable to locate any and enlisted the help of Respiratory Care Practitioner Ruth Epperson. Ruth also discovered that it was difficult to find suitable literature, so she created a child-appropriate PowerPoint presentation for the mom to take home, along with an educational trach set. Ruth went above and beyond to support this family during such a trying time.

Submitted by Michelle Knipe, RN, Cardiovascular Unit

Jamie Holmes and Helene Ginsberg

One of the things I love about working at Enloe is discovering the many pieces it takes to offer patient-centered care. It's not just about a doctor and nurse. There are so many people who affect the experience for our patients. I am now working closely with our Spiritual Support Volunteers. It has been an honor to hear their stories from week to week as they process together how situations unfold and try to better themselves and be the most effective volunteers they can be.



One of our Spiritual Support Volunteers, Jamie Holmes, shared with our group a story that included Spiritual Support Volunteer Helene Ginsberg. On the afternoon of Halloween, Jamie was just finishing her shift. It had been a challenging day and as she was getting off her shift, a gentleman who had a heart attack was brought into the Emergency Department. He was treated and moved to the Intensive Care Unit. Jamie learned that he would not survive his heart attack and that he had a wife and three small children with him. She overheard staff mention that they could sure use a chaplain for the family. Even though Jamie just finished a hard shift, she walked over to Juan Sanchez, RN, the bedside nurse, and asked if she could be of help. It was discovered that the patient was a donor and there were hopes to procure his organs.

Jamie evaluated the situation and saw three traumatized and crying children ages 8 to 12, along with their mother, trying to keep up and understand all that was happening very quickly with their father and her husband. Jamie had the fortitude to call Helene. Helene specializes in children, and she came in immediately to help.

Together, Jamie and Helene were able to give the grieving children individualized care, bringing them in and out of their dad's room to help them process and understand what was happening. One of the children took the opportunity to talk to their dad, saying their own version of goodbye. Jamie stayed several hours with the patient and his family, even though it was the dinner hour and her shift had long ended. Helene remained into the night, comforting the family until the patient was transferred to the operating room for organ donation.

As Jamie told us this story, my heart ached for these kids. I was once the child, confused and scared at the hospital, watching my little brother die. I personally knew that often children in these situations are forgotten. The attention and explanations are generally given to the adults. I also knew what it must have meant to these children to have the support of such loving people by their sides, talking with them, and helping to comfort their breaking hearts. After hearing this story, I was the proudest I had ever been to be able to have a small part in helping our Spiritual Support Volunteers do what they do. What an amazing opportunity they have, to make life-changing impacts on our patients and their families, especially to the, often unseen, children. And how blessed is our hospital to have them give freely of their time and their very hearts to our patients.

Thank you, Jamie and Helene, for being two angels on a Halloween night when three little kids really needed you.

*Submitted by Laura Thompson, Patient Experience Data Specialist,
Patient Service Excellence*

Stacy Graupmann and Ruby Khoury

My name is Kelly Larson, and I am the daughter of Leon John Roff. He was a hospice patient of yours at CalPark. His primary nurse was Stacy Graupmann, RN, and the nurse that supported him during his last 24 hours was Ruby Khoury, RN. This email is to thank them and the team as a whole.

This was my first time working with Hospice, but I had high hopes just from all the amazing stories I've heard about Hospice. I was not disappointed. Each call I made to the main line was always answered with kindness and thorough support. Each nurse that visited my dad provided great care and kindly called me with updates. The social worker provided my dad with friendship and us daughters with a kind resource to lean on.

Thank you so much to everyone for the phone calls after each visit. Those calls provided me with comfort and allowed me to feel I could balance my family and life along with my dad's care. I know there is a whole team in the background ensuring the entire Hospice support runs smoothly; thank you so very much for the role you play. It is because of each of you that my dad and family felt supported through everything and even now after he has passed away. Thank you!

My dad and family hit the jackpot with Stacy! Not only was she amazingly attentive to my dad, but she was such a strong support system for myself and my family. I will never forget the first conversation I had with Stacy. I was still processing the fact that it was time to call in Hospice along with trying to handle my dad's frustration with me talking to his doctors. Stacy listened to my struggles and provided compassion along with suggestions and support. Stacy had such a gift with explaining anything medical in a way that not only ensured my dad and I understood, but she explained it in a story form that was on a level my emotions and exhaustion could understand and relate to.

Dad got so irritable and mean towards the end, but it was Stacy's explanation that he was feeling like he had the worst flu ever and he couldn't fall into restful sleep, along with family and nursing staff talking and poking at him. That had me stopping and thinking, "Oh man, I know what that feels like." Stacy was so wonderful to work with. I truly felt like I had a partner in my dad's care. If she was off rotation, I knew to call the main line and leave an update on any changes knowing she would get the update when she returned and address any concerns or simply make an observation during her next visit and call me with an update.

Thank you, Stacy, for being my support system, partner, and in the end, a friend! You provided my dad with such loving care and I was able to go home to my family every night knowing I had you alongside me on this journey. Any family that is gifted with your support is a truly lucky family. I wish you the best on your journey. Thank you!

Ruby was a savior! Boy, was that last night hard! My daddy was suffering, and you helped me help him, and I can never thank you enough! You knew what he needed but were challenged by what was allowed at the facility. However, you didn't just throw your arms up and say you were stuck. No, you dug deep and found options that fell within what was allowed while you worked to get your hospice doctor to prescribe what my dad needed. You took call after call after call from me that night working with us to find the cocktail my dad needed. Your voice and kind reassurance all night calmed me and assured me that I wasn't alone. Boy, did I want to break down while working through my dad's anxiety, but each time you walked me off the ledge. Telling me, "I'm here. Call me if it doesn't help. Call me if you aren't sure about something. Call me..."

Thank you, Ruby, for your compassion and love to a total stranger that called the night you were on shift. I sure didn't feel like I had never talked with you before that night, and I never once felt alone. Thank you so much for guiding me through one of the most difficult nights of my life! I wish you the best on your journey. Thank you!

I wish you all the best! Take care.

A letter from Kelly Larson, submitted by Melissa McSmith

Sandra Graham

On Dec. 1, Sandra Graham, RN, Cardiac Cath Lab, took care of a sick, 31-year-old patient with Down syndrome who was scheduled for a procedure. Sandra met her in the preprocedural holding area, where she found this frightened patient trying to make sense of what was going on while calling out to Sandra, "Don't come in here." At that moment, Sandra knew in her heart that something had to be done to help her feel comfortable. She decided to quickly go to the gift shop and buy something that could help establish her as a friend who would look out for her and take care of her during the procedure.

Sandra returned to the preprocedural room with a gift bag and a special present. As Sandra approached the patient and pulled the curtain back, the patient looked up at Sandra and asked, "Is that for me?" Sandra responded with, "Yes, it is for you." As the patient opened the present, she discovered this perfect soft blue elephant inside. Her smile lit up the room, and she became more at ease than anyone could have imagined. The patient named the elephant Howie, who stayed with her all the way into the procedure room, giving her comfort and a perfect conversation piece to distract the patient.



Sandra, a previous traveling nurse, chose to stay at Enloe because she felt it was a special place that focused on patient care. But, in reality, Sandra is an extraordinary nurse who has chosen to bless our hospital with the special care she delivers.

Submitted by Gustavo Covarrubias, RN Charge, Cardiac Catheterization Lab

Amy Yurus

It was Sept. 28 when I met up with my long-time Butte Sailing Club buddy, Jim, at the North Forebay below Oroville Dam, to launch and sail his newly restored 16-foot sailboat.

The winds were light this day, so around 5:30 p.m. Jim and I docked his boat, with him lowering the sails and me tying the boat to the dock. When I stepped back into the boat, I noticed Jim slumped over the boom. I immediately yelled for someone to call 911 and I began CPR.



Fortunately, one of our sailing club members, Amy Yurus, an Enloe Emergency Department RN, had just docked her catamaran sailboat next to where Jim lay motionless in his sailboat. Amy directed us to move Jim from the boat to the dock, where she immediately began chest compressions with intervals of mouth-to-mouth breaths into him. While this was taking place, Jordan, another Butte Sailing Club member, ran to the aquatic center to retrieve their AED (automated external defibrillator) and returned to the dock, handing it to Amy. Amy then administered the AED but could not get a pulse. Another AED jolt was given, but still no pulse. She continued to administer CPR, and by now, Ted, Feather River Aquatic Center employee, joined her in coordinating chest compressions. Directed by Amy, Ted administered breaths to Jim through a clear plastic mouthpiece. Jordan then took over providing CPR, while Amy checked to see if there was a pulse and announced, “He still has no pulse.”

I am unsure how long it took the paramedics to arrive, but once they did, they took over providing chest compressions and breaths. Upon giving Jim their second jolt from the AED, his pulse returned, and he was placed on a gurney to be taken to Enloe. After Jim was admitted to the hospital, the responding paramedics visited him in his room to check on his recovery and were surprised to see him sitting up in bed. When Jim's wife thanked them for saving his life, they responded, "Most of these heart attack calls don't end well. We didn't save your husband's life; your friends did by their quick response and proper CPR techniques."

I consider Jim to be a best friend, and this near tragic event filled me with both fear and gratitude. To address this fear, the Butte Sailing Club will be offering certified CPR training to all members, and we installed an AED unit outside our clubhouse. My gratitude to the expertise and quick response of those at the scene, Amy Yurus and the first responder paramedics who kept Jim alive. Gratitude and pride to Amy for "taking the helm" when it was critically needed. Her calm, timely and expert training is an asset to our club and community.

Submitted by Mark Conry, Staff Commodore, Butte Sailing Club

Andy Nolan

I would like to posthumously nominate Andy Nolan, Rehab Aide, for a Story of Excellence. Andy has been the rock of our department for the last 18 years. He has trained dozens of aides, worked side-by-side with many therapists and assisted hundreds, if not thousands, of patients during their rehabilitation continuum. Andy was known for his "dad joke" humor, able to turn any patient's gloomy day into a positive one. He was always willing to assist at the drop of a hat — unless it was breaktime for chocolate milk and donuts!

His antics included pretending to take the elevator behind the nurse's station desk and slowly disappear, or pretend to row a boat around the trauma unit, always trying to brighten the day of nurses and fellow staff members. He provided daily acts of kindness for patients and staff, getting warm blankets or mixing up cranberry Sierra Mist drinks. Andy was not only a great co-worker, but a dear friend who will be greatly missed.

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



Stories of Excellence

DO YOU KNOW OF A STORY OF EXCELLENCE?

Submit your nomination for a Story of Excellence on Inside Enloe or www.enloe.org/stories.

The screenshot shows the ENLOE inside MEDICAL CENTER website. The top navigation bar includes links for HOME, APPLICATIONS, FORMS & RESOURCES, CALENDARS, HR & RECRUITING, and MEDICAL STAFF. On the right, there are links for Department Directory, Enloe.org, Provider Directory, Wayfinder, Company Store, and Allspice Cafe. The main content area features a large group photo of staff members. Below the photo, there is a 'Read Story' button and a 'Stories of Excellence' link. The 'Announcements' section lists several updates, including universal masking, daylight saving time, COVID-19 updates, and scholarship applications. The 'Internal Connections' section on the left includes links for Care-o-gram, Command Center, Communication Resources, COVID-19 Potential Exposure, COVID-19 Updates, Disasters & Preparedness, Org Chart, Stories of Excellence (highlighted with a red box and arrow), Planettee, Spotlights, Resources, Trading Post, and View Entries. The bottom right of the page features icons for Physician & Provider Info, CE Opportunities, Enloe's Message, and Your Health & Wellness.

*Celebrating exceptional care
at Enloe Medical Center*



STORIES OF EXCELLENCE | 2022