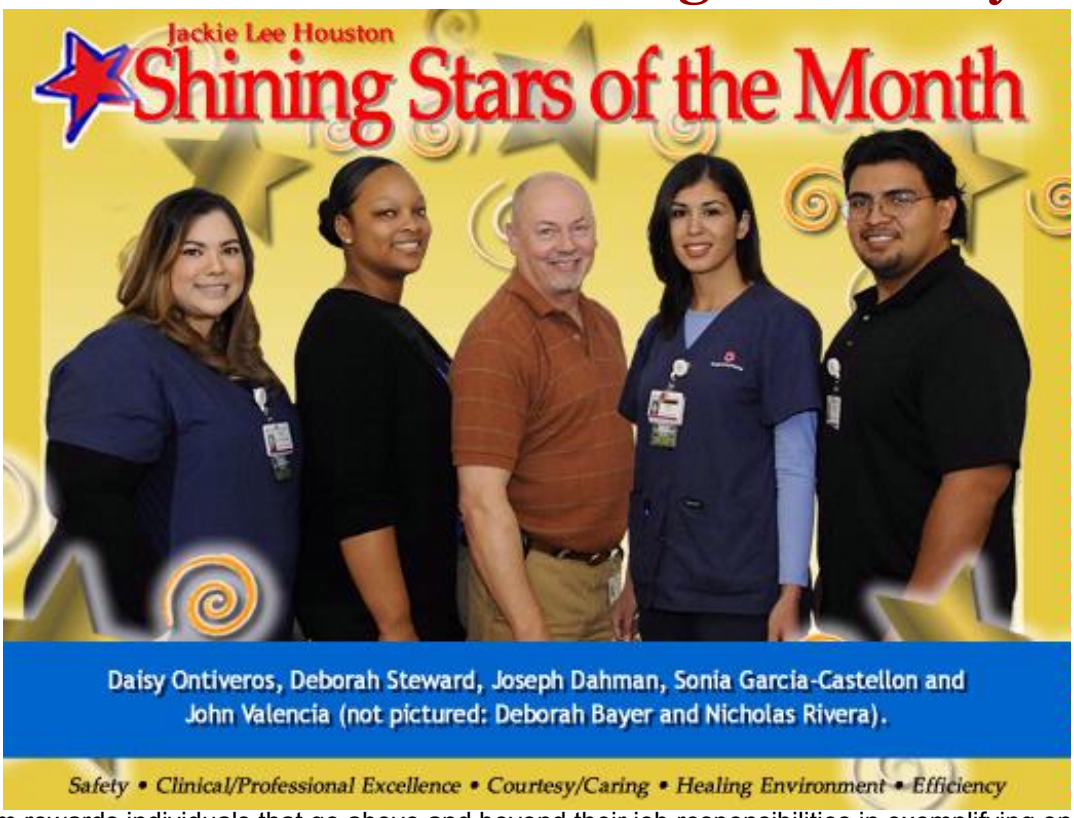
Jackie Lee Houston Shining Stars May 2013



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

COURTESY/CARING

AWARDED TO: Daisy Ontiveros
RECOGNIZED BY: Lilli Mandelik and Cera Stanford

SITUATION/TASK: A patient presented to Radiation Oncology with suicidal ideations, the patient spoke only Spanish and Dr R Johnson asked Daisy if she would come translate to facilitate communication between the patient and physician.

ACTION: Daisy successfully facilitated a comprehensive assessment of the patients' state by the physician. She was able to communicate and soothe the patient enough to get him to be open and be honest with the doctor. She remained at his side for 90 minutes while awaiting the police escort to the ER.

RESULT: The patient felt safe, supported and the clinical team was able to fully assess the needs of the patients determining a danger to self and take appropriate action. Dr Johnson was impressed by the calm caring demeanor Daisy portrayed in this situation as well as many other situations where she has served as an official translator.

CLINICAL & PROFESSIONAL EXCELLENCE

AWARDED TO: Sonia Garcia-Castellon, Deborah Bayor and Nicholas Rivera
RECOGNIZED BY: Sue Effinger

SITUATION/TASK: A stroke patient recently transferred to our unit from another telemetry floor and was scheduled to go for a procedure. The RN Sonia was assessing post procedure and realized some symptoms that were not consistent with how she was prior. The symptoms could have been confused with post procedure sedation.

ACTION: Sonia with her excellent assessment skills, knew this was something more and called me to evaluate the situation. I contacted the stroke coordinator, Deb Bayer to come and access also. We all agreed the symptoms were an acute change and due to the possibility it was an extension of the current stroke or a new bleed, Deborah acted at light speed. A stat CT was ordered from the neurologist and Deborah commandeered the transporter that was picking up the patient in the next room, Nick. Nick realized the gravity and changed plans as the situation called. They whisked the patient immediately off to CT. The results of CT showed a large cerebellar bleed; Deb knew the patient's status was critical. She managed the patient and contacted the Neurologist and Neurosurgeon while moving from point A to B. Nick

knew this was life or death and stayed with Deborah and the patient and helped get the patient immediately to ICU never questioning. Dr. Limonadi was on his way out of town but when he heard of the criticality of the patient, as communicated from the nurses involved, he looked at the scan, agreed to the assessments and chose to change his plans and came in to prepare for immediate brain surgery.

Dr. Limonadi contacted the family via conference call at the nursing station in ICU, the family lived out of state. And in a short time the patient went into surgery.

The timing and quick actions were critical and saved this patients life. As she was being taken into the operating suite, this patient lost consciousness due to the hemorrhage compressing critical structures in the brain stem. Had she not been in the OR, she most likely would have died.

RESULT: The surgery was successful and this patient soon went to acute rehab in amazingly great condition. She was discharged to home after a short stay in rehab. Her family was very grateful and Dr. Limonadi gave accolades to the nurses who played a key role in saving this patients life.

I have no doubt in my mind that what saved this patient was the excellent assessment skills of Sonia, quick actions and patient management by Deborah, and Nick's willingness without question to help facilitate the necessary movement of a patient who was for all intense purposes dying. Of course Dr. Limonado for turning around and working his magic and operating when he was not on call and heading out of town.

SAFETY

AWARDED TO: John Valencia
RECOGNIZED BY: Jason Michaud

SITUATION/TASK: We wanted to recognize John for what happened today on the side walk outside Hope Square in the parking lot. There was a patient who fell off the curb and fell backwards and hit his head. John was walking up the stairs from his break as he heard the scream from the patient.

ACTION: John knew that he was coming back from his lunch - but still turned around to see what he could do to assist with the patient and the wife. He assisted the husband and wife with moral support. He gave the wife some water as they were outside for some time waiting for the ambulance to arrive. He assisted the patient and EMTs getting him on the stretcher.

RESULT: His actions show that he is committed to Eisenhower's Five Star Service Standards. Although he could have decided to continue on his way - but once he heard the patient scream - he knew he had to see if there was anything he could assist with. This shows his commitment to Eisenhower along with putting the patient first even if he is on his lunch break.

HEALING ENVIRONMENT

AWARDED TO: Joseph Dahman and Deborah Steward
RECOGNIZED BY: Denise Leon and Jessica Palacios

SITUATION/TASK: We would like to nominate Joseph Dahman, FNP and Deborah Steward, Patient Admitting Specialist of Rimrock Primary Care for their dedication to our patient's safety.

On April 16, 2013, after attending to patients and their needs all day long, Joe picked up his messages on his phone at about 5:30pm. The message presented tearful, slurred speech requesting a call back. Joe called the patient. He kept the patient on the phone while Deborah called 911 due to an attempted suicide via pills. Patient stated that he had taken 50-100 Klonopin and 50-100 Ativan today and many pills the night before in an effort to hill himself. The patient eventually thanked Joe for his past concern and said goodbye, hanging up the phone. Joe had been attempting to elicit a verbal contract before he disconnected, but the patient refused and stated he was looking for a bottle of pain medication he had to add to this current suicide attempt.

ACTION: All the while that Joe was speaking with the patient; he enlisted Deborah to call 911 as the patient was engaged on the phone. Deborah was informed that the address our clinic and the pharmacy had on file was the same and confirmed by the Hemet police department that the patient was not currently at that address. The patient was refusing to give out his current address. While diligently searching for an address, Deborah encountered busy signals and voicemails. Deborah was finally able to reach the patients ex-partner and he informed Deborah that the patient was staying at his parent's home in Arizona, the partner had recently ended their relationship, due to the patient's constant anger and paranoia. Joe and Deborah both spoke with an officer from the Hemet police department and Deborah had been in contact with the Buckeye police department in Arizona. The Buckeye police department dispatched a unit to the partners parent's address in Arizona at 6:25 pm. Where the patient was finally located and taken to the hospital to be treated.

RESULT: It was Joe and Deborah's perseverance that day that saved this patients life. Joe and Deborah were not going to rest until they knew this patient was taken care of. They were definitely shining examples of Health Care as it Should

be.

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