# Jackie Lee Houston Shining Stars August 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.

## HEALING ENVIRONMENT

AWARDED TO: Danielle J. Meglio
RECOGNIZED BY: Patient

SITUATION/TASK: I developed lymphedema in my left hand 9 years after lumpectomy and radiation for breast cancer.

ACTION: Danielle met with me after she got off work to give me information and education on what I could do prior to being seen for OT evaluation. She also came in early to give me a treatment before I left on vacation.

RESULT: I was able to get early control so the edema stayed in my hand. I was able to get fitted for a compression garment and have some treatment before I went out of state for vacation.

Thanks to all of the OT's for the concern and education.

## CLINICAL & PROFESSIONAL EXCELLENCE

AWARDED TO: Jason Cap and Robin Taylor
RECOGNIZED BY: William R. Page M.D.

SITUATION/TASK: On March 20, 2013, I was asked to provide a urologic consultation in the intensive care unit. This was in regards to the patient in urinary retention and could not be moved to the operating room for cystoscopy under anesthesia. There were some significant urologic equipment issues which precluded rapid and convenient resolution of this patient's urinary retention/stricture problem.

Due to the extreme extra efforts Robin Taylor, Jason Cap, RN and Michelle Domaracki we were able to obtain all of the appropriate equipment, additional equipment as required, flexible cystoscopy with light source and subsequently resolved this patient's urethral stricture disease, urinary retention, pain and allow adequate monitoring of the patient's urine output. This is all well documented in the consultation that I dictated on March 20, 2013.

## COURTESY/CARING

AWARDED TO: Rhoda D. Fedelin

RECOGNIZED BY: Kasia Bickel

SITUATION/TASK: A mother of an autistic child who was a patient in the ER was having a hard time controlling him. The mother had to return the next day for follow up and asked for fast track care. She was crying with the difficulties of the visit.

ACTION: Rhoda asked the charge nurse to look for the child's name for the follow up and help them through the fast track. She also gave the child a food plate and soda since he had not eaten; which was making him act out.

RESULT: The mother who is also a nurse was very appreciative. Rhoda helped the mother get through a difficult situation with her autistic child. She was very grateful.

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