

Recognizing Outstanding Service Excellence



Lucas Friedler
Casey Eye Institute

A patient's daughter submitted the following nomination...

If it weren't for the wonderful job Lucas did, I'm certain my mom's surgery wouldn't have taken place. She had surgery with Dr. Eric Steele for reconstruction following MOHS surgery at the Health & Healing Center. We arrived at Casey Eye around 9:30 a.m. after the 8:00 a.m. MOHS procedure. Mom didn't understand her surgery at Casey wasn't scheduled until 1:30 p.m. She's 88 and had followed NPO instructions. We were able to get in a bit earlier at Casey, but by then Mom was melting down and was a less-than-gracious patient. I was amazed by Lucas's calm demeanor considering I'm certain she was an add-on patient for him along with his other scheduled patients. She was pretty rude to him and didn't want to go with the program about anything and was demanding her own room. I watched him become zen-like, breathe deeply and let everything go by him without negatively responding to her. He did an excellent IV in spite of her struggling and was beyond kind in bringing many, many heated blankets to try and comfort her. Lucas is what I call a "quietly excellent person." They quietly do an excellent job when others may not notice all they've done because they don't draw attention to themselves. They just do it and get it done. I'm amazed at how kind he was not only to my mom but also to me. Because of Lucas, Mom eventually matched his calm energy and the rest of her surgical experience went off without a hitch. I don't know Lucas's last name, but I hope you'll share this story with him. I'm very, very grateful for the excellent care my mom received. I think she would have bolted from the surgical area if he hadn't done such a great job. Thank you, Lucas.

February 2012

