

Recognizing Outstanding Service Excellence



Amy Guthrie

Palliative Medicine and Comfort Care

Erik Fromme from Medicine Hematology Oncology submitted the following nomination...

I am nominating Amy Guthrie, registered nurse, for a Golden ROSE Award. She is an advance practice nurse on the Palliative Medicine and Comfort Care team, working with the most distressed patients, families, and staff in the hospital every day. Despite this and despite being an extraordinarily caring, compassionate, and engaged practitioner, she is almost always happy, cheerful, and bright. It is difficult to explain the impact Amy has; it is like the sun breaking through a dark, cloudy storm and illuminating the exquisite beauty that is present even in the most difficult situations. She is remarkably skillful at finding these opportunities to appreciate, laugh, and feel grateful in such situations and is able to point them out to those who are present. She has a gift for helping to make the unbearable bearable. An example is a patient with advanced cancer who, despite having a very poor prognosis, insisted that she was not dying and would beat her cancer and live for 30 years. She was hospitalized for intractable pain and vomiting. This woman was very frustrated because every doctor or nurse she spoke with told her that she should enroll in hospice. Instead of trying to convince the patient to accept hospice, Amy tried to find out what the patient would accept. When I saw the patient and her sister in clinic, they beamed about that amazing, beautiful woman who listened to them and found practical and helpful ways to support their vision, even though she might not have shared it. The patient died only a few days later, but she and her family felt supported and cared for thanks in part to Amy's ability to meet them where they were, not where she thought they should be. Amy's presence and infectious joy have not gone unnoticed--she has recruited and developed a dedicated corps of volunteers, extraordinary individuals who assist our patients and our team by bringing a compassionate agenda-less presence to patients and families who need someone who can sit down with them and just listen. I am nominating Amy for a Golden ROSE because I can see that she brings exceptional professionalism and exquisite joy to her work every day and those qualities impact every patient, family member, and colleague she meets.

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