

## Recognizing Outstanding Service Excellence



**Judith Guzman-Cottrill, D.O.**  
**Pediatric Infectious Diseases/Infection Control**

### **Windy Stevenson, M.D., from Pediatrics, submitted the following nomination. . .**

While many of us have been anxious or temporarily occupied with issues surrounding swine flu, Judy's life has been hijacked by H1N1 Flu this last month! With grace and patience she has calmed the masses both in and out of the hospital. She has participated in the generation and distribution of multiple care guidelines, educated hundreds of staff and residents about testing and treatment, and problem solved issues of isolation and exposure. She personally arranged prophylaxis for multiple providers, including researching effects on pregnancy and lactation. She has worked tirelessly to assure that those on the front lines are prepared to provide the highest quality of care. These duties did not replace her clinical roles. In fact, the peak of this outbreak happened during a week when Judy was on service. I sat next to her for an hour one day in the work room... between her pager and cell phone, she received no less than 40 contacts in 60 minutes! Each time she answered promptly and politely, providing the same information over and over again, participating in high-level decisions, and triaging issues. What is amazing about all this, is not necessarily that Judy did the work, but that she went above and beyond expectations to take care of kids and staff alike, modeling a "calm in the storm" approach, and always, always being reasonable and thoughtful. That's who Judy is. She works very hard each day with a smile. And we are so thankful to have her as our colleague.



# **Award Recipient - June 2009**