

Recognizing Outstanding Service Excellence



Karen Hale

Phlebotomist, Phlebotomy

Sara Rothgeb submitted the following nomination...

I would like to nominate Karen Hale for her diligence in performing venipunctures. She called me in Lab Central on 08/22/10 asking about a miscellaneous blood test and the specimen quantity requirements. When I told her I needed a larger amount she started to explain the plight of this patient. She had been drawing blood on this patient for the past week and he didn't have any decent veins left, even to the point of having to do a venipuncture from his thumb. His discomfort bothered Karen to the point that she even spoke to his nurse about other options. She, also, mentioned that this patient didn't speak much English and was concerned that he might not know about patient rights. Karen stepped up as his patient advocate, seeing a need and caring about his comfort. When she explained all of this to me, I notified the covering Resident and urged something be done. Thankfully, in part to Karen speaking out, this patient's Picc Line was placed within a few hours, and LCRP got the blood that was needed. I'm positive if this patient could nominate her for a Golden Rose, he would. Thank you Karen for your respect, kindness and integrity to quality patient care!

September 2010

