



Recognizing Outstanding Service Excellence

BENJA JACOBS — REGISTERED NURSE, NURSING RESOURCE MANAGEMENT, ACUTE FLOAT POOL

We had an unidentified trauma patient on our unit who only spoke a very unusual language. We were not successful in trying to communicate with the patient via a hospital interpreter. The patient was felt to be ready for discharge and was possibly going to be discharged, via cab, back to the scene of the accident he had been in. Benja was not assigned to this patient, but she spent several hours doing research into his situation and found another employee who could speak his language. This allowed us to locate a family member and determine the patient was not yet ready for discharge. Excellent care, above and beyond.

Submitted by Susan Fee, Nursing Resource Management, Acute Float Pool

GOLDEN ROSE AWARD RECIPIENT

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