

Recognizing Outstanding Service Excellence



**Becky Langstraat, R.N., B.S.N.,
10K Neurology/ENT/Neurosurgery**

Matt Borgman from 10K submitted the following nomination...

The week of April 26th, a predominantly Spanish-speaking patient was admitted with a very large aneurysm. The aneurysm was so large that even with surgery the outcome was very poor. The patient was completely alone. The patients' husband could not visit as he lived several hours away and would lose his jobs if missed any time. The patients' mother was in Mexico and could not afford to fly up, and her travel documents were stuck in red tape. Becky speaks a moderate amount of Spanish and spent several hours per day in the patient's room during the week speaking and listening to her as her only friend in an extremely bad situation. Knowing the patient desperately wanted to see her mother before she underwent the very risky surgery; Becky went way above and beyond her duties and prompted other departments to do all they could. She even went one step farther and called the Mexican Consulate numerous times on behalf of the patient, trying to expedite the legal documents. Although the situation did not end well, Becky's actions epitomize what every nurse should strive to be, a stout patient advocate, caregiver, and friend.



Award Recipient - May 2010