

Recognizing Outstanding Service Excellence



Lisa Bennett
Nursing Resource Management

Yvette Tawfik & the General Medicine team for 7CVA submitted the following nomination . . .

On Sept. 9th 2008 7CVA received a patient from the emergency department that had psych and health issues and was not safe to be left alone. On admit to 7CVA a PSA (Patient Safety Attendant) was needed to watch the patient and assured she was safe and would not try and elope until she could be seen by psychiatry. Float pool sent us Lisa Bennett a CNA to act as a PSA for this patient. This patient had tried to leave the emergency department prior to coming to 7CVA and was felt to be at risk for her own safety.

Lisa Bennett was watching this patient as is required by a PSA when the patient decided to elope from the unit. This would put the patient at risk of injury to herself. Putting herself at risk Lisa Bennett followed the patient so she would not lose her, used her cell phone to contact the unit that the patient was eloping and stayed on the phone as she followed the patient out the Veteran's Hospital entrance and down Terwilleger Blvd. She kept track of the patient until public safety arrived to help bring the patient back to the hospital safely.

Lisa's dedication to patient care and assuring patient safety is inspirational. She risked her own safety to assure the safety of a vulnerable patient who could have had an untoward result had Lisa not kept with the patient to assure she was brought safely back to the hospital.

This is the 2nd time Lisa has been a PSA where she had to intervene when a patient was trying to elope.

I feel strongly Lisa has shown great service by assuring safe care to patients and going above and beyond to offer service excellence to her patients.



Award Recipient - December 2008