

Recognizing Outstanding Service Excellence



Marilyn Miller Colistro

registered nurse, 8CSI Cardiac Surgical ICU

Colleen Webb from 11K Cardiac & Vascular Intermediate Care Unit submitted the following nomination...

Over the summer months 8CSI Cardiac ICU VAD patient population has increased with the program expansion. These patients are technically challenging and often emotionally draining for the care providers. During the course of one patient's stay with us, Marilyn repeatedly offered to care for him. As often happens with long-term patients, she became very fond of him and his family. When the patient's prognosis rapidly declined, Marilyn helped the family deal with the difficult decision they had to make. Over the weekend, Marilyn helped coordinate the withdrawal of support. She accounted for out-of-town members and a son that was having a very difficult time accepting the decision to withdraw support. When the day of withdrawal was decided upon, it happened to be Marilyn's day off. When the family asked her to be there, Marilyn did not hesitate to work on her day off and to care for this very challenging patient. This level of compassion and commitment to excellence not only satisfies OHSU's service category under its "five pillars of excellence," but shows Marilyn to be an exemplary human being, nurse, and role model.

October 2010

