

Recognizing Outstanding Service Excellence



Wendy Montgomery

Doernbecher 10N, Pediatric Intermediate Care Unit

Erin Warren submitted the following nomination...

At Doernbecher Children's Hospital, we often care for families who face challenges above and beyond the complex medical needs of their children - challenges that may come in the form of financial strain, parent or caregiver mental and/or physical health issues, and myriad other barriers. One of our goals, as bedside nurses, is to send families home as prepared as possible to take good care of their children - in spite of these barriers. One such bedside nurse, who excels at this goal, is Wendy on 10N. Wendy has an uncanny way of relating to virtually any patient and parent, especially those dealing with chronic illness. She is a favorite among patients and families, and she is an inspiration to me. Just one recent example: Wendy cared for a medically complex patient whose family had an incredibly sensitive social situation that was a source of strain on both the family and, to varying degrees, the staff. She was un-phased by the social situation, and approached the family without judgment, and with an aggressive plan to get them ready and confident for discharge. She listened to them. She figured out how they learned the best, and spent hours over several days working with them. She encouraged them to express their frustrations constructively, by writing to our patient advocate. And importantly, she helped them keep their focus while in the hospital, on their baby and learning how to care for their baby. It is my belief that Wendy helped empower them, by giving them a voice and by providing them with compassionate and constructive feedback to help them succeed. The family responded better to her than to anyone else, and by the time they were discharged (on time, no less), they had met all of the goals they needed to meet. Wendy even came in on a weekend, when she was not scheduled to work, just to discharge them. She did so because she knew that the rapport she had developed with this family was vitally important for their learning, and their smooth transition home. It is no surprise that this family asked her several times if she could be their nurse for future hospitalizations. I look forward to many years of working alongside and learning from Wendy, so that I can become the kind of bedside nurse and advocate that such a family would "hope" to get. In her commitment to service and quality, Wendy embodies the outstanding service excellence of a Golden ROSE Award recipient.

February 2012

