

Recognizing Outstanding Service Excellence



Nancy Burnett
Pediatric Intensive Care Unit 8NPI

Joanne Mikol from the Pediatric Intensive Care Unit submitted the following nomination . . .

I work with Nancy in the Pediatric Intensive Care Unit on the 8th floor and she is extremely dedicated to OHSU; she is a certified hospital interpreter as well as a nurse, additionally she is taking graduate courses within the MPH program here at OHSU. As a registered nurse, this is a challenging job, no matter how you look at it, but when you add being able to console and sympathize with families in another language, Nancy has really shined. She has not only made herself available to us, but also other units within OHSU like the neo-natal department and the VA to interpret for Spanish speaking families. I have witnessed this happen many different times as I have worked with Nancy. I would like to specifically recognize her for the following story:

This past October, while on call Nancy came in after midnight to interpret for a Spanish speaking family who was about to lose their one day old baby due to a heart defect. This event lasted over 7 hours, and was especially draining. Nancy's compassion and caring were greatly appreciated by the family. Her skill as an interpreter was appreciated by the nurses, doctors, and shift administrator. I really believe that she made the process of a newborn dying in the intensive care unit as painless as possible for this young couple from Eugene.

It is for this reason I truly believe that Nancy Burnett deserves a golden Rose.



Award Recipient - November 2008