

Recognizing Outstanding Service Excellence



**Sherry Padgett, R.T. (R) (M)
Clinical Neurophysiology**

Nick Pearson-Wood from Service Excellence and Marketing submitted the following nomination...

I am nominating Sherry for the Golden ROSE Award for her exceptional integrity and selflessness. Each quarter, I go through the list of units that are part of our patient experience survey group and identify the highest and lowest performers, as well as the most improved. In an effort to build excitement around improvement, I recently introduced the Trailblazer Award, an autographed and encased Brandon Roy bobble head that is awarded to the most improved unit each quarter. In early April, I was calculating the top five most improved units over the previous quarter and found that Sherry's group, Clinical Neurophysiology, was at the top of that list, having jumped from the bottom quartile to the top decile in just one quarter! I knew Sherry had been working very hard with her staff on their focus on the patient experience, so I was very excited to deliver the news. I called Sherry to inform her she had won, and the first thing she said was, "Are you sure?" Thinking Sherry was just being modest, I said, "Well yes, you're this quarter's winner". Sherry went on to inform me that she had noticed several comments coming through from patients that seemed to be responding to an experience in an area outside of Clinical Neurophysiology. Earlier in the year, we had reviewed some similar mapping issues and corrected them, or so I thought. As it turns out, there were several physicians still incorrectly mapped to her department, meaning the patient feedback was not specific to clinical neurophysiology. After removing these physicians and re-running the report, Sherry's unit scores were still exceptional, but unfortunately the unit did not meet the minimum number of patient responses to be eligible for the award. Through it all, Sherry maintained the utmost level of professionalism. I am confident that Sherry and her staff will be recognized for their outstanding contribution to service excellence. A Golden ROSE Award would sure be a nice start!



Award Recipient - May 2010