

Recognizing Outstanding Service Excellence



**Cynthia Perez, M.S., R.N., C.N.S., C.C.R.N.
Cardiac and Surgical Intensive Care Unit**

Kelly Stafford, from Cardiac & Surgical Intensive Care Unit, submitted the following nomination. . .

Cynthia Perez, manager of 8CSICU, possesses the skill, passion, and commitment that make her an outstanding nurse leader. I have worked with Cyndi for the past three years when the Cardiac Intensive Care Unit combined with the Surgical Intensive Care Unit. She was instrumental in creating a cohesive, high-functioning unit from two disparate groups of nurses. Cyndi is a compassionate leader. I have seen her counsel underperforming nurses who then put a renewed effort into the quality of their patient care and participation as team members. On many occasions, Cyndi has brought insight and guidance for my own practice, helping me grow into a more supportive and positive charge nurse. During a time of difficulty on our night shift, Cyndi showed her commitment to each and every nurse by beginning her shift at 3 a.m. to be present for the night nurses. She also worked with a staff nurse to develop a mentorship program for all new nurses. Since the majority of new nurses work the night shift, this program has provided much needed support to help the nurses succeed and feel that our unit is exactly where they want to be. These actions have helped 8C retain the majority of these new hires for the past several years. This positive environment is also evidenced by the number of new hires that are recruited by our own nurses. At the time of our Beacon application, ten out of ten new hires were recruited by our unit nurses. Another example of Cyndi's leadership is illustrated in the following quote from a nursing student, "I had a five-month clinical immersion placement on this particular unit as a senior nursing student, and it was during this time that I really fell in love with the floor. In essence, the staff seems strongly committed to learning, teaching, and maintaining the highest level of excellence in their practice. I feel a huge degree of support and learning opportunities exists on this unit and for that reason, I did not apply anywhere else." Cyndi leads our unit's Healthy Work Environment Task Force; a group to reinforce positive communication and interactions between all members of the multidisciplinary team. She is also active in many other committees and teams. Clearly, I could go on and on. Cyndi is truly an authentic leader who provides meaningful recognition to her staff, is a skilled communicator, and has a deep understanding of what it takes to create and maintain a healthy work environment. Cyndi is committed not only her staff but to OHSU.



Award Recipient - September 2009