

Recognizing Outstanding Service Excellence



Jenn Rickard
Neurosurgery

A patient submitted the following nomination...

Undergoing my 12th major surgery and this one being the most difficult recovery was like a war; you against the pain, you against movement, you against depression and finally you against your own insurance company. Being a grown man and having the personal expectation to conquer it all I realized I NEEDED an ally, a rock, a Voice, a Champion. My Champion turned out to be young woman, probably the age of my oldest daughter, her name is Jenn with Dr. Dougan's office in Neurosurgery. While I was battling my recovery she fought the insurance company for every inch of land, she asked, she demanded, she persisted, and she won me everything I needed to heal myself. I return to work at full capacity on Aug. 15th, feeling better than I have in 15 years. I run a 911 center and have a lot of great employees but Jenn set a new standard of excellence for patient care, her character will have an impact on our state as I try to emulate the tenacity she had for me and convey that to my employees in turn giving it to our citizens at their greatest time of need. Thank you Jenn for being an outstanding human being.

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