

## Recognizing Outstanding Service Excellence



**Nicole Ripsom, R.N., B.S.N.,  
8N PICU/Pediatric Intensive Care Unit**

### **A patient's mother submitted the following nomination...**

I know she was just doing her job, but were not your normal over protective parents; we are the extreme. When the doctors didn't explain things completely to us she did. She was stern when she needed to be and at first I didn't like it, but it did help and I have to say she was right. On my daughter's last night here, Nicole had her hands full with other patients but she still took the time to take my baby (16 year old) for walks. When my daughter requested to see Nicole she came right away, and it helped. Most importantly Nicole didn't judge us and I am EXTREMELY grateful to her. I think she did more than her job required and I think an employee like her is a real asset. My daughter tried to take her life and Nicole gave her back hope.



# Award Recipient - May 2010