

## Recognizing Outstanding Service Excellence



**Rachael Rischar, R.N.**  
**12K Cardiac Intensive Care Unit**

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

There are times in our lives when proper acknowledgement must be given, and this is one of those times. Although I cannot say enough good things about the entire staff who assisted my wife in the cardiac ICU, room 1 (12<sup>th</sup> floor), on Friday September 25 and Saturday September 26, one individual stands out – “Rachael.” I met Rachael when I was allowed to see my wife for the first time after a 13 hour wait on the evening of the 25<sup>th</sup>. As I entered the room, she looked up at me and asked “Are you OK?” Seeing my wife on a ventilator with multiple IV’s, a room full of monitoring devices and numerous very busy personnel, all I could do was shake my head “No.” She, and the medical team, worked hard to save my wife on that Friday evening. The next day, when assignments were being given out and my wife’s name was announced, Rachael said “She’s mine.” Rachael spent the entire day administering to my wife, rarely leaving the room. I have never witnessed such dedication to, basically, a total stranger. After twice suggesting I leave the room to get something to eat and refusing her both times, she left the room and returned with a box lunch. She said “If you won’t go to the food, then the food will come to you.” that simple act will always be with me. I do not understand how an individual, like Rachael can take on such pressure-filled situations day after day, but I will be forever grateful she was there when we needed her most. Rachael, my wife does not remember you: I, on the other hand, will never forget you.



# Award Recipient - January 2010