

Recognizing Outstanding Service Excellence



Mandy Ryan

8N PICU/Pediatric Intensive Care Unit

A patient's father submitted the following nomination...

My son underwent pulmonary valve replacement surgery in December. The surgery went well and he was soon moved to the PICU to begin his recovery. His first nurse assigned to his care was Mandy. Mandy quickly showed her outstanding qualities in three areas, care, knowledge and communication. All three of these traits were demonstrated throughout the next few days. My son had his breathing tube removed right away after surgery however he was not getting enough air into his system to move the remaining anesthesia out of his system and allow him to fully awaken. This situation could have caused concern for the family however Mandy showed compassion, communication skills, and dedication to care in working through the issue and continuing to provide the utmost in care. Instead of just being there, Mandy was part of the decision making group allowing us to make informed decisions in the best interest of my son's care and recovery. My son was originally supposed to be out of the PICU by then and had a group from his hockey team coming by to visit. Knowing how important this could be for his recovery, Mandy made arrangements to allow the team to visit. Once again Mandy took the time to become knowledgeable about my son, communicate how we could make the visit happen and at all times doing what was best for my son's care. Overall the staff in the PICU is a team of high quality individuals, making the PICU one of the best areas of the hospital. I believe Mandy Ryan to be one of the best of this highly dedicated team. I recommend her for a Golden ROSE Award and believe she is deserving of this honor. Mandy is dedicated to healing children. Thank you for your consideration.

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