

Recognizing Outstanding Service Excellence



**Robin Brill, RN, BSN
Cardiac Medical ICU**

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

My sister is mentally and physically disadvantaged. She was admitted to the cardiac ICU, on Friday February 27. My sister does not understand pain and the necessity of the painful things your staff had to do to help her. She was bleeding internally and I was very scared for her. That evening Robin had to put a catheter in my sister's bladder. She asked another nurse and me to help. I asked the nurses to tell my sister everything they were doing as they did it. Robin was wonderful. She said "you are going to feel cold now as we insert the catheter" as she continued to tell my sister about each step in the process. My sister does not understand when people hurt her and usually does not forgive, but every time Robin had to pull on her arm to inject something into my sister's IV, Robin patted her hand, letting her know it was okay.

My sister is a special person and a difficult patient. Robin's natural calm and reassuring manner worked magic on my sister. I was able to go home and rest knowing that my sister was in the hands of someone who not only knew about her special circumstances, but truly cared that she was comfortable and felt safe.

What could have been two traumatic nights for my sister turned into two nights of normalized hospital care because of Robin's natural awareness of my sister's fear and her genuine gentleness and care toward her. You are truly blessed to have Robin as an employee on your ICU ward. Her calm demeanor and ability to anticipate a difficult situation not only eased my sister's fear, but gave myself and my family much appreciated confidence in my sister's care.



Award Recipient - March 2009