

Recognizing Outstanding Service Excellence



Lorie Svesko

12C Labor and Delivery

A patient and her sister submitted the following nomination...

My sister and I found Lorie to be a memorable nurse. My sister was so ecstatic to learn that she got to have Lorie for the two days she was in labor and delivery. Lorie is incredibly caring and extremely culturally sensitive. She focused on providing outstanding quality care. Even though we know that she had other patients to care for, we always felt that she gave her undivided attention. It was evident that she was knowledgeable and highly skilled. I am a nurse and a Post-Doctoral Fellow. Though at my sister's bedside, I was firstly her oldest sister and her primary labor support person. My sister was so scared about why she was bleeding and why she was thought to have abruptio placenta. She was also experiencing so much pain. Lorie would gently ask if my sister had pushed her patient-controlled analgesia (PCA) which created an atmosphere of normalcy surrounding use of a PCA. When I saw tears well up in my sister's eyes, I informed Lorie that this was a sign of severe pain. Lorie saw this too and immediately contacted the anesthesiologist. We also loved how Lorie was just absolutely amazing in how she explained complicated things in an understandable manner. She made no assumptions about our level of understanding. Lorie explained why she had contacted the OB physician (attending) and that this is the 'big boss lady'. She did and it turned out that my sister had to have an emergency c-section. My sister was so very happy that both our mother and I were allowed to be in the surgery room. She really needed both of us for different reasons. Our mother for emotional support and she needed me to video record and take pictures of her and her baby. It was like Lorie anticipated this and advocated for this need without my even saying one word except for what was in mine and my sister's eyes. Much hugs and love to Lorie and to the wonderful team.

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