

Recognizing Outstanding Service Excellence



John Saultz, M.D.,

chair, Family Medicine

Susan Yoder submitted the following nomination...

After many weeks of exceptional care coordinated by the multi-disciplinary Trauma Team in collaboration with Obstetrics and Perinatology, a complex patient was transferred to the Family Medicine Service. Dr. Saultz was abruptly faced with a potentially contentious interaction on the first time meeting with the patient's family. Dr. Saultz assessed the situation and role modeled for house staff by taking personal responsibility for family communication. Through genuine kindness, patient explanation and reassurance, Dr. Saultz helped the family cope with their anxiety regarding a significant change in level-of-care following a very long hospitalization. Dr. Saultz not only made himself available to go in-person with family to a long term care facility and meet with the medical director, he also made himself personally available to the facility and family as the primary contact through the patient's first several days after transition out of the acute care setting. Dr. Saultz demonstrated compassion and outstanding service to his patient and family at a crucial juncture in care.

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