

Recognizing Outstanding Service Excellence



Unit 13A Trauma, Emergency & General Surgery

A patient submitted the following nomination. . .

I recently had an unexpected surgery and was not expected to live; it was a difficult time for me. But the staff on this unit – including therapists, housekeepers, turning teams and especially the RN'S, Jill Pyle and Stephanie Fleming, and CNA, Dan Ferrante, helped me back. I was alone in Portland, far from home, and had no visitors. The staff picked up on my loneliness. They shared their lives with me, teased me, and made me laugh. Most importantly they did a lot of little things that made me feel special. Dr. Orlando brought me a bagel and cream cheese. The nurses would bring me a latte. Lena gave me a stamped card to send to my mother, an out-of-state Alzheimer's patient. When I was able to get out of bed Dan stayed past his last shift to find a commode that would accommodate my short legs. You can't possibly understand how important that was to me! The staff challenged me. When I was able to walk the hall, they cheered, clapped, hugged, and encouraged me. They invited me to have breakfast with them. My first nurse, Donna Weitzel-Vaga, kept track and visited me when I moved to and from ICU. There are so many instances I remember yet I regret no room to cite them all. Beyond their intelligence, dedication, professionalism, and skills, it was their caring, kindnesses, and encouragement that gave me the incentive to recover. I will always be grateful to the staff on 13A.



Award Recipient - September 2009