

Recognizing Outstanding Service Excellence



Erin Warren, R.N., B.S.N., Ph.D.
Doernbecher 10N Pediatric Intermediate Care Unit

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

We know that Doernbecher is known for outstanding care, because our son experienced fantastic care just 6 years ago when he had a prolactinoma removed from his brain with no negative effects. To be thrown back into the fear of the unknown cycle of brain tumors and cancer scares with our 12 year old daughter who had a racquetball sized tumor removed last week was hard to handle. After a fantastic surgical performance by Dr. Seldon and his team, we were a family of 3 recovering together for 4 days post surgery in the hospital. Our stay was shortened because of the fantastic, loving, caring, and compassionate, nursing that Erin Warren administered. We felt as if we were her only patient with her total attention given to us. Whether in front of us or working behind the scenes she always anticipated our needs, and to timed things to the second so that we did not have to experience any undue waiting or noisy alarms going off waking us up from our "get healthy sleep" sessions. On so many levels, she showed us superior service; communicating in a true loving tone, telling us what to expect, what she just did and what is coming up next at each and every turn. She laid out our goals in a kid-friendly way and eased our daughter's fears and concerns at every turn. She shared kitty stories with her when she learned that was her comfort area. Her little extra touches, of finding just the right food that worked, to creating a soft neck brace of blankets to make sleeping easier, to turning down lights for more sleeping all made us look forward to her return 12 hours later. Our daughter was the patient, but Erin made sure that all three of us sleeping in that room each day and night achieved maximum comfort and compassion with true five-star service every step of the way. We are so appreciative of your organization and of sharing Erin with us. We are certain that our recovery went faster than normal because of her professional service oriented attitude. Thank you, Thank you, Thank you!



Award Recipient - March 2010