

## Recognizing Outstanding Service Excellence



Wendy Osorio Domreis, MS, CPNP  
Pediatric Neurosurgery

**Morgan Reynolds from Pediatric Neurosurgery submitted the following nomination . . .**

Sometimes it takes a difficult situation to remind us of how great the people we work with are. This September, the Division of Pediatric Neurosurgery endured a perfect storm of absent providers, and it was only thanks to the hard work of our Nurse Practitioner, Wendy Osorio Domreis, that we were able to weather it. That is why I am nominating her for a Golden Rose Award.

Due to several unexpected situations, both of our doctors were out of the hospital for the last two weeks of the month, and when an unfortunate personal tragedy also sent our other Nurse Practitioner out of town, we were left with one clinician to represent our practice.

Taking on the workload of our entire division (with, perhaps, the exception of performing actual surgeries), Wendy took on the extra responsibilities without a word of complaint. She made sure our patients were tended to, helping the patients in the hospital, and seeing as many patients in our clinic as she could squeeze into her already full template. She returned calls for every page she received, and often worked extra long days, making sure every patient's needs were met.

Over the last couple of weeks, Wendy has performed way above and beyond her normal responsibilities, and she did it all with a smile and her usual great sense of humor. Even when the walls seem to be crashing down around her, Wendy always keeps her cool. It makes her a great person to work with and an even better person to know. If anybody deserves to be recognized for exceptional service, it is her.



# Award Recipient - October 2008