

Recognizing Outstanding Service Excellence



Addisu Wolde
Nursing Resource Management

Heidi Olejnik from 11K Cardiac & Vascular Intermediate Care Unit submitted the following nomination. . .

Addisu is always an extremely helpful and efficient CNA who we are glad to see on our floor (11K Cardiac & Vascular Intermediate Care Unit). CNA's do not always get their due appreciation, and since he works nights, his efforts may often be recognized even less. Recently he demonstrated particular kindness and extra effort as a patient care attendant on our floor. He dealt with a very difficult woman who was combative and insulting to non-white staff members, including Addisu. He managed to charm her into settling down, took her on a long walk around the hospital, and within less than an hour I saw them chatting down in the cafeteria. Addisu treated the patient with his own money to a cup of soup. This instance is indicative of his intrapersonal and professional abilities as a CNA. It reminded us on 11K how much we appreciate him as a staff member! I believe he should be recognized for taking on such challenges without hesitation, and then not only having success in dealing with the patient, but going above and beyond in terms of personal generosity.



Award Recipient - February 2009