

## Recognizing Outstanding Service Excellence



**Barbara Glidewell**  
**Patient Advocacy**

**Jan Roberts from Care Management submitted the following service category nomination . . .**

On Thursday, August 21<sup>st</sup> I had a neonatal cardiac patient that would be ready for discharge the following day but required ongoing pulse oxymetry at home that was not covered by the family insurance. The young family had no means to cover the \$400.00 a month rental cost that was estimated to be needed for four months. I paged Barbara Glidewell to determine whether the Care Foundation would consider funding a portion of the cost. After not receiving an immediate response to my page, I was connected to the Patient Relations department and advised that Barbara was actually out of the hospital until the following Monday. I made several other calls in an attempt to obtain financial assistance for the pulse oxymeter, finding myself unable to connect with any live person but leaving several messages. Approximately 90 minutes after my initial call, I was paged by the operator that Barbara was holding for me. When I was connected, I learned that Barbara was returning my call from the Critical Care Unit of another local hospital; her husband had been admitted emergently less than 48 hours before. She not only made the effort to get back to me when under personal stress but also provided authorization for the rental of the equipment, allowing this family some financial breathing room and the very full NICU to open a bed when the patient was discharged on schedule.

As I shared the story with the attending Neonatologist, she commented with "That's our Barbara." It made me realize yet again what a gift Barbara is to the University. We all too often take for granted the consistent, high level of service she provides 24/7. This story is not behavior out of the ordinary for Barbara. Her consistent commitment to excellence in all she does is an everyday occurrence witnessed by each of us who has the pleasure of working with her. She is a Golden Rose.



**Award Recipient - September 2008**