

## Recognizing Outstanding Service Excellence



**Amber Harriman**

*registered nurse, 14K Bone Marrow Transplant*

### **A patient's mother submitted the following nomination...**

Thank you for the great care my son received on 14K during his recent stem cell transplant. Most of his nurses were great, and we are very grateful to them. I would especially like to commend Amber. Amber was unusually knowledgeable, competent and caring. When she was on duty, we all felt that my son was especially safe. She was very careful about infection control, never cutting corners. She was observant and skilled in her assessments, and reported changes promptly. Amber's calm, competent manner reassured us when we were worried. When we had questions or concerns, Amber went out of her way to make sure we got the information or resources we needed. She made us feel welcome. Amber also did an outstanding job of patient teaching. She helped my son, and his family, understand everything about his treatment and medications. She was teaching the whole time she was caring for him, and did the finest job of patient education that I have seen in all my years of nursing. Her discharge instructions/teaching should be filmed and used in nurse training! Amber covered everything thoroughly, and then made sure that my son and his fiancé had really understood it all. She then described various scenarios that might arise, and helped them understand what they should do in response to each, and why. She made sure they were equipped with enough knowledge to be able to leave the hospital safely. It was a pleasure to observe such an excellent nurse in action. Thanks again for the great care my son received.

**October 2010**

