

## Recognizing Outstanding Service Excellence



**Eryn McKim**  
*Digestive Health Center*

### **Raj Mummadi from Gastroenterology submitted the following nomination...**

Eryn is the nurse in charge of our GI practice. She is the practice coordinator for four gastroenterologists and six fellows. The division of gastroenterology lost four established faculty at once and it looked like the practice was going to suffer a setback. Two new faculty members were recruited and I am one of them. Eryn stepped up to plate and she not only helped both the new faculty ease into their practice but also managed all the patient calls of the faculty who left; triaged them appropriately and reestablished them with us. The loss of faculty had a significant impact on the inpatient service. Hence, all of us had to be the inpatient ward attending every third week. Eryn assumed all the responsibilities of managing our outpatient calls, referrals, and on innumerable occasions, she went the extra mile to help us out when we were busy in the inpatient service. Overall, to summarize, Eryn is an indispensable member of our practice, and seamlessly stepped up to the plate when the practice was going through a rough patch and since the last year worked extra hard to make sure that our practice does not lose patients and survive the mini catastrophe. In my opinion she is an excellent candidate for the Golden ROSE Award. Thank you for considering my nomination.

**April 2011**

