

## Recognizing Outstanding Service Excellence



**Olivia Thomas, C.M.A.  
Harold Schnitzer Diabetes Health Center**

### **A Dr. Bethany Klopfenstein and Kathy Hanavan from the Harold Schnitzer Diabetes Health Center submitted the following nomination. . .**

Olivia is a Medical Assistant in the Harold Schnitzer Diabetes Health Center and has provided service excellence that has greatly exceeded her normal responsibilities. A patient in the Diabetes Center, with type 1 diabetes, has had a severe needle phobia for many years. Because of this phobia, the patient was unable to give herself insulin injections reliably to keep her glucose levels under control. The patient developed ketoacidosis several times per month, many severe and life-threatening, which resulted in emergency room visits and hospital admissions. The patient started coming to clinic every day, and Olivia gave the patient her insulin injection every day. At first, the patient could not watch Olivia give the injection. However, eventually Olivia was able to teach the patient to give herself injections while she observed and provided support when the patient became fearful. On weekends and holidays, Olivia took it upon herself to call the patient each day to talk her through the injection and offer words of encouragement. After several months, the patient was able to do the injections on her own and has not been admitted to the hospital for the last 3 months. Olivia went above and beyond to provide outstanding care and greatly improved this patient's life. She deserves to be recognized for her exceptional service.



# Award Recipient - April 2009