

## Recognizing Outstanding Service Excellence



**Michelle Stormont**

*Doernbecher, PACU/Day Surgery Lab*

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

My son, who is 13 years old, had an MRI in January that was about 2 hours longer than expected. Therefore we were moved with him to the day surgery recovery unit for him to wake up from sedation (since it was after 5 when he came out). Michelle was the nurse on duty and stayed with us that evening while he woke up. My son was nauseous, very groggy, and had suffered a little light abrasion on his skin from the length of time he was in the MRI. Michelle went above and beyond the call of duty to patiently wait with us for my son to wake up and check out as well as deal with his nausea and disorientation. We were then in the same area in February for a surgery on his arm and Michelle was once again our nurse attending to my son. Due to my son's size (he is a 5 foot 10 13 year old), many of the attendants treated him like an adult but Michelle never did. She respected that he was extremely nervous about the surgery, that he was a frightened child. She was super attentive to all of our needs, questions, and his lengthy "wake up" once again. She addressed his nausea concerns immediately and didn't "rush us" to wake him and leave although we were once again the last patient in the area. At his surgery this week (again in the same area), although Michelle wasn't assigned to my son, she did stop in and say hello and remembered him. That meant the world to my son that he wasn't just a body, but that someone remembered him. Although his nurses weren't inattentive this week, they fell into the mode of he was a mini adult and almost "shooed" him out of the unit due to "other people in recovery" that needed more attention. So we realized how special Michelle's care had been to my son after this last visit.

Doernbecher is very lucky to have Michelle working for them!!!

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