

*Devane Award*

Xxxx consistently demonstrates compassion and kindness mixed with humor often using her own age to empathize with patients. As an example, a psychiatric patient was upset that he was told he was waiting for a Geri-psych bed and could be heard saying to this patient "I understand where this could upset you but unfortunately when you get to our age, (patient name), this is where you must go. I, like you, would have to be admitted to a Geri-psych facility." Xxxx is ever compassionate and kind despite repeated visits of the same patients to the ED. Whereas this is found to sometimes frustrate staff, she continues to care for these individuals with ease. "What's your emergency today?" she can often be heard saying to these patients even though she will know what the answer is going to be before she asks the questions. Yet, she will provide exceptional nursing care and education to these patients like she has not told them this information before. As an example, "(patient name) I know I had the doctor write a prescription for those seizure pills. You know seizure medication and alcohol don't mix. You have got to take care of yourself. I hate to see you in here in this state. Let's get you that medicine and get you another prescription and I will have them send it to the pharmacy for you to pick it up. This way it decreases the chance of losing the prescription." She also uses her vast nursing knowledge to care for an array of patients with ease. She understands where her resources are and utilizes them appropriately. As an example, she will assist the homeless with bathing in the decontamination room to show them compassion and dignity. She will also assist those with community needs with a social work consult to provide knowledge of community resources to care for themselves in the community. The example listed above is about the same patient utilizing social work to assist in setting up community resources to care for this individual to decrease the daily ER visits that would otherwise not be required with proper services in place.

Describe how this staff member enriches the work environment to improve the delivery of excellent patient and family centered care. Please provide as much detail as possible: : Xxxx is a tremendous nurse and colleague. She understands the maximum patient capacity that she can care for and will take patients accordingly. This not only helps to continue a proper flow of ER patients but decreases the burden on colleagues that may be caring for sicker patients. She can often be found covering colleagues that are tied up in patient rooms unexpectedly making sure that tasks get completed in a timely fashion. She is a nurse that shows tremendous respect for patients and their families. She is never disrespectful nor judgmental to patients despite their life choices. She is also extraordinary in the care for those that have passed on from this life giving the upmost respectful care possible to the patients who are dying and their families mourning their loved one. She is a wealth of knowledge for patients, nursing, PA and MDs. She is a person that any discipline can speak with and likely have the answer to the question. I am honored to recommend this nurse for the Devane award as she is a trusted colleague and inspiration for me to aspire to as a nurse in the prime of my career.