



## 2019 Nursing Excellence Awards

### **Christina Garner, RN, NSICU** ***2019 Nursing Excellence Award***

One co-worker stated: "Christina's energy is infectious and she is always a joy to work with!" Another describes her as "one of the most compassionate nurses I have ever had the privilege of working with."

Christina has an excellent rapport with physicians and is able to communicate the needs of her patients very effectively. She is trusted by physicians as a valuable part of the healthcare team.

Christina's nickname is "Mama Bear." She has earned this by helping the new nurses in NSICU. She is the first one to step in when someone might be feeling overwhelmed. She has a wealth of knowledge not only in neuro but in all areas of nursing and she enjoys sharing her knowledge with the new staff in a way that is reassuring and kind.

A family recently lost their son tragically at a very young age. During their time of heartbreak and struggle, they made the decision to donate life. He was registered as an organ donor and helped save lives after his death. Christina coordinated with the young man's fire department staff, the AOC and many others to stand in honor as he left the hospital for procurement. She went above and beyond to try to ease this family's suffering in such a trying time. She represented Grandview with a servant's heart and we are very proud of her act of kindness.

Christina goes above and beyond for her patients. She is never too busy to take the time to listen to patients and their families. Christina is frequently mentioned in verbatim comments from patients for her kindness. Neuro is fortunate to have such an energetic, compassionate, selfless and inspirational nurse!

**Cathy Byers, RN, Nursing Administration**  
***2019 Outstanding Nurse Director/House Supervisor***

Cathy Byers is the dayshift House Supervisor and recently named Director of Nursing Resources. If you've been around Grandview any amount of time, you have likely heard the story of the tremendous growth we've experienced over the last four and a half years. With this growth, has come an enormous responsibility to make sure there is room for each and every patient to be taken care of. There are few people who could shoulder this responsibility with the grace that Ms. Cathy Byers does each and every day. She remains calm in many of the challenges she faces, and is always the first to think outside the box to put a strong plan in place for patient throughput among so many other priorities. At Cathy's heart is the strong desire to make sure each and every patient that comes through the doors of our facility is cared for to the best of our ability and that is so very clear in her daily decision making.

Cathy has a strong sense of ownership. Her attention to detail, compassion, resourcefulness and tremendous ability to stay calm are just a few of the attributes that contributed to her being recognized as Nurse Director of the year.

**Val McCants, Environmental Services**  
***2019 Friend of Nursing***

Val has been with Grandview since our Trinity days. She works extremely hard to keep the Women and Children's department in great shape. She goes above and beyond her responsibilities every day by providing patients with items they need. Every area in the department is checked daily to make sure they are taken care of and looking their best.

Val will often stay late to make sure everything that needs to be done for the unit is completed.

She makes an effort to establish relationships with her co-workers, taking the time to smile and ask them about their families. Patients appreciate her warm attitude and attention to detail.

The Women and Children's unit would not be able to provide the level of care we do without Val as part of our team!

**Raylene Thedford, 9<sup>th</sup> Floor**  
***2019 Outstanding Clerical Support***

“Raylene is likely the most kind-hearted, hardworking and loving person I have ever had the pleasure of working with.” This quote from one of her co-workers sums up how much Raylene means to her work family.

Raylene cares deeply for the staff, patients and families on the 9<sup>th</sup> floor. She asks questions and gets to know people. She remembers details and this makes everyone feel special. Her respectful attitude and kind smile set patients and family members at ease during difficult times.

She thinks outside the box! Raylene goes above and beyond to make things happen and is willing to help with anything at any time. She does not hesitate to take things to patients to help the nurses and PCAs. She follows through with requests and you can count on things to be done in a timely and professional manner.

Raylene is a vital part of the 9<sup>th</sup> floor staff and her hard work and dedication to the unit show through every day.

**Brenda Knighten, PCA, Prep & Recovery**  
***2019 Outstanding PCA Day Shift***

Brenda comes in early, stays late and works extra shifts to help the department during extra busy times. You can always count on her to make sure rooms are stocked and coffee is made. She is always there to assist in any situation she can and to make sure things run as smoothly as possible for the patients and her co-workers.

Brenda is kind and compassionate to our patients, understanding they are in pain post-operatively. Her friendly and helpful attitude helps to make the patients and families more comfortable. She is wonderful at getting patients to move post procedure when they doubt themselves. Her encouragement and positive attitude make a huge difference. She also suggests possible services that might be beneficial to the patient after discharge.

Brenda is an all-around great part of the Prep and Recovery team!

**Jaqueline Brewer, PCA, 8 Medical**  
***2019 Outstanding PCA Evening/Night Shift***

Jaqueline makes it her goal every day to ensure our patients get the care they need and deserve. She consistently rounds on all her patients to make sure their needs are met. She has received several patient compliments and was mentioned in several verbatim comments about the excellent quality of care she provides.

She makes sure all the patient rooms are clean and picture perfect. This not only makes the patients feel special, but also helps cleanliness and patient satisfaction scores on the unit.

Jaqueline is our main PCA preceptor on night shift. She enjoys training new hires and passing along her knowledge of the unit.

Jaqueline does quality work with a smile on her face and she is appreciated by her coworkers, patients and family members alike.

**Shajuana Bowden, RN, Float Pool**  
***2019 Outstanding RN Day Shift***

Shajuana has a deep rooted commitment to the calling of nursing. She genuinely cares for all the patients she encounters. Her positive nature is an encouraging factor for her patients and she does all she can to make them feel better. She is a strong patient advocate whose compassion shows in every patient interaction she has. Patients' needs come first and she strives to make sure all their needs are met. There is nothing she will refuse to do to take care of patients and their families.

Shajuana is multi-talented and quickly masters any task assigned. Her ability to adapt and learn different roles makes her a vital part of our Nursing team. She takes on new tasks and runs with them. She is an excellent preceptor and she passes along her critical thinking skills and sets a high example for those she trains. She never shies away from a challenge and often asks for more responsibilities and opportunities to learn and expand her skill base.

Grandview has a valuable asset in Shajuana.

**Scott DeMerris, RN, CICU**  
***2019 Outstanding RN Night Shift***

Scott DeMerris is the true definition of integrity and commitment. Scott goes above and beyond to make sure the entire unit, as well as his assigned patients, is well taken care of. Scott recently volunteered to switch his schedule to help cover staffing on weekend nights. Scott sees a problem and fixes it. He is very dependable and staff sees him as a mentor and look up to him. He has great stories about his upbringing and nursing experience. Most importantly, he strives to be a good person and succeeds. Scott gets to know his patients individually, as well as their families. He dedicates as much time as needed to make them feel comfortable, to educate them, and answer questions. Scott was selected for a Community Cares award last July after being nominated by a patient's wife who shared these thoughts - "In all my 59 years on this earth, I have never met a more inspirational person. Scott is also THE BEST nurse I have ever had the pleasure of knowing. He's a teacher and a nurse. I've never encountered anybody that really cared about people like he did. He is one of those few people you meet once in a lifetime that you never forget."

After hurricane Michael hit Florida and south Alabama, we asked for staff to volunteers to go to our sister hospital in Dothan. Scott was the first to step up and literally raised his hand and said "I'll go". The CNO from that hospital recently told me the staff were still talking about Scott and sharing how awesome he was. We are so grateful to have him as part of our team.

**Maria Gilliland, RN, 6 Ortho/Neuro**  
***2019 Outstanding Charge Nurse Day Shift***

Maria demonstrates compassionate care on a daily basis. She goes above and beyond for patients and advocates for them when they are in need. She treats patients with courtesy and respect. Her daily goal is to make sure they understand their plan of care, have what they need, and feel special during their time here at Grandview. She makes it her job to follow up on post-op patients and makes sure their pain is addressed and under control. She frequently receives compliments from patients on her great care, positive attitude and sense of humor.

Maria has wonderful leadership skills. In addition to her Charge Nurse responsibilities, she is a Pain Resource nurse and Clinical Coach. She is an excellent resource for her co-workers and also new employees. She leads by example. She does not hesitate to troubleshoot problems and volunteer for extra assignments. Recently, Maria

volunteered to assist with the opening of our new unit on the 12<sup>th</sup> floor and spent many shifts away from her home unit because it is what was needed of her.

Maria has a strong commitment to her co-workers. Her passion for helping not only her patients, but her co-workers, shows every day!

**Kevin O’Shields, RN, Emergency Room**  
***2019 Outstanding Charge Nurse Night Shift***

Kevin is an outstanding charge nurse. He leads his team with courtesy and respect. His staff admires his dedication to the emergency department. Kevin thinks quickly and addresses problems as — or before — they arise. With sick patients, trauma cases, and emergencies, Kevin is on hand to solve a tricky situation. Whether it’s handling the family, soothing a patient, working with a doctor, or managing the staff, Kevin is always there to assist. Kevin has solid communication skills. The nurses and physicians go to Kevin for advice when communicating in difficult situations with patients and family. Kevin is extremely hard working, which is why diligence is an important attribute that many nurses learn from him. We are proud to have Kevin as part of the leadership in the emergency department.

**Robin Burns, RN, 9<sup>th</sup> Floor**  
***2019 Excellence in Mentoring and Education***

In order to mentor someone, you have to develop a relationship with them. If you are taking on the responsibility to train and educate another person, they must be very knowledgeable in their area of expertise and capable of imparting this knowledge to others in such a manner that they can learn and understand. Robin Burns is truly a mentor. She provides more than just training and education, she provides support, helps them build confidence in themselves and has compassion for the new grad that is afraid and overwhelmed. She encourages them and lets them know this anxiety is normal.

Robin takes the time to individualize the orientation for the Nurse based on her day-to-day observation. She emphasizes the importance of critical thinking and prioritizing appropriately. She does not just give them the answers she makes the new nurse think through the process when it comes to critical thinking issues and patient safety concerns.

Robin makes sure the nurse who is precepting knows the importance of effective communication. She ensures the patient and family have clear explanations and understanding of all procedures, discharge information, medication and the plan of care.

Robin genuinely enjoys mentoring and coaching new nurses – she has mentored 7 new nurses and participated with 4 others. All of her preceptors give her great reviews and say she is the BEST!