

Enterprise - Lifetime Achievement

Nominee # 884

Describe how this nominee has advanced the profession and practice of nursing. Provide examples of the visionary, innovative work the nominee has done in the role of change agent.

This individual's commitment to professional organizations is laudable. She was instrumental in creating the American Association of Heart Failure Nurses Organization and served as president of that organization. She has been an enthusiastic member of the American Association of Critical Care Nurses for over 20 years. She has held a variety of elected offices at the local level and has served as a reviewer of research abstracts for the last three years. She has been a vibrant member of the American Heart Association, most notably as chair of the 'Complex Cardiovascular Patient and Family Care Committee. She has been an active member of the Society of Critical Care Medicine since 1990. She is currently a member of the Practice Survey Task Force.

Give specific examples of the superior knowledge and expert skills the nominee has applied in ways that have measurably impacted quality of care and improved outcomes of patient populations.

She is one of nursing's most prescient, insightful and influential minds on the subject of heart failure. She is exceptionally gifted in viewing complex situations from a variety of perspectives and being intrigued by new possibilities and innovations. She has transformed the nursing landscape by her contributions to the nursing literature in heart failure and related cardiac topics; via review and research manuscripts in peer review journals

Describe the nominee's contributions to shaping the environment of care and examples that demonstrate their ability to influence and improve outcomes in the inpatient or outpatient setting.

She is the nursing literature in caring for patients with heart failure, especially related to disease management and acute care nursing management. She has conducted or participated in 114 research studies. These research efforts are diverse and have targeted nurses caring for patients with heart failure, innovative nursing care strategies, patient education challenges and quality issues. In a study published a few years ago, she learned that nurses did not have adequate knowledge to educate patients about heart failure. Since publishing her results (that included the tool used to collect data), the study has been replicated over 12 times by other nurses who had similar concerns. These newer published reports (with similar results) help nurses understand the scope of the problem and the need for a call to action. In a newer program of research in patients with heart failure, she has been studying patients' illness beliefs and the effects of illness belief accuracy on self care adherence and depression. While conducting the study, she learned that accuracy of patients' illness beliefs was associated with race, but not with a multitude of socioeconomic and physiological factors; suggesting that the problem might be in healthcare provider education strategies and efforts.

Provide examples of how the nominee has contributed to nursing's body of knowledge, or how they have guided, supported or influenced nurses' career development in meaningful, measurable ways through the art of mentorship.

She also demonstrates nursing leadership by challenging nurses to be more assertive in providing evidence based nursing practices - this is demonstrated in recent publications on performance improvement and in many podium presentations. In addition, she is a national steering committee member in registry and research projects (for example, Get with the Guidelines, and American Heart Association process improvement initiative) that aim to translate research results into practice and add to our scientific body of evidence. She is a role model for staff nurses as well as other clinical leaders. She is a thoughtful voice for change and has a discerning ear for ideas that warrant further investigation. She embodies a 'CAN DO ATTITUDE'. As a result, physicians, nurses as well as other allied health professionals seek her advice on how to propose, negotiate and promote evidence-based practice in their individual departments. Her expertise coupled with her knowledge of the literature is formidable. In her research role, she is often a consultant to master's and doctoral nursing students and healthcare colleagues related to study design, instrument development, content validity testing, and discussion or nursing implications of results. She enjoys collaborating with colleagues on research projects and encourages teamwork. As a CNS, I have personally benefited from her expertise and clinical wisdom. I have

sought her advice about defining my research question and she has provided guidance. I have queried her opinion about whether my idea is a quality improvement project or research and she has directed me. I have shared my frustration about establishing content validity for an instrument and she has rekindled my enthusiasm. She has adroitly dissected the issues that have prevented the bedside clinician from conducting research and has removed the barriers. She has instilled in the nursing staff a true passion for nursing research and more importantly created a climate where they can be successful.

Describe how the nominee aligns with Cleveland Clinic values: Teamwork, Innovation, Service, Quality, Compassion and Integrity.

This individual is the heartbeat of Nursing Research at Cleveland Clinic. She has held an array of positions including staff nurse, nurse manager, clinical instructor, clinical nurse specialist and director. In addition, she is a sought after lecturer as well as adjunct faculty at several prestigious nursing schools. This individual has truly integrated the myriad of roles of the clinical nurse specialist- consummate clinician, gifted educator, dynamic consultant, and passionate researcher. Moreover, she embodies the Cleveland Clinic values in everything she does. Her work is of the highest quality. She is an innovator and is a collaborator in the truest sense of the word. This individual is most deserving of a Cleveland Clinic Lifetime Achievement Award.

Enterprise - Lifetime Achievement

Nominee # 931

Describe how this nominee has advanced the profession and practice of nursing. Provide examples of the visionary, innovative work the nominee has done in the role of change agent.

Florence Nightingale describes nursing as a discipline focused on assisting individuals, families and communities in attaining, re-attaining and maintaining optimal health and functioning ; whereas modern definitions of nursing define it as a science and an art that focuses on quality of life as defined by persons and families. Nursing is not only concerned about health and functioning but with quality of living and dying, lived experience, and universal lived experiences of health. Several situations describe this nominee's contribution to advance the profession and practice of nursing. As a visionary, this individual has pursued a lifelong career promoting the vision of nursing as a caring profession, not only for herself but also for the advancement of those around her. I know this nominee and worked with this nominee in the late 1970's through today. She was my assistant nurse manager and I observed her taking a leadership role in teaching me how to be a nurse; not only the technical aspects, but also the caring aspects. This was demonstrated when this nominee took every step to assist the young men under our care (often with terrible injuries such as life threatening gunshot wounds and or other severe trauma) and made sure that all necessary equipment and post discharge care was available to them. You could depend on this nominee to find the resources, including tapping into her personal resources, to make certain these boys had what they needed. Throughout her career, this individual worked with a world-renowned plastic surgeon, keeping all different types of patients, including children with significant facial defects in her stead. She talks about her experiences with physicians who others ran in the opposite direction from..because maybe they would yell... and how she saw her responsibility to help not only these physicians recognize the value of their nursing colleagues but also to help the nurses in doing the absolute best thing for patients while working collaboratively with physicians. As a visionary, she sees her role as a nurse for all, patients, their families, and others and has demonstrated this throughout her career. As an innovator this nurse has been on the front end of new technologies such as care of coronary bypass patients, patients with spinal cord injuries, and working to start-up an ambulatory care outpatient surgery center. She has insight and awareness into efficiencies in the work place, most recently working on a team involved with appropriate use of sterilized equipment. This individual demonstrates a true spirit of nursing in her care and concern for patients, their families, and one another. As a change agent this individual lets her staff fly on their own while serving as a sounding board and resource for difficult family interactions and other challenges. Her coordinators often tell me that they love working with this nominee because she listens to them and lets them do their job, while supporting them in their time of need. She is a working manager- always willing to help out.

Give specific examples of the superior knowledge and expert skills the nominee has applied in ways that have measurably impacted quality of care and improved outcomes of patient populations.

This nominee's superior knowledge includes care of patients and families across the continuum. In one recent example, a patient in the PACU was experiencing changes in their EKG and her staff for back up called the nominee. Upon arriving to the PACU this nominee realized that the patient was suffering from a massive heart attack. She realized very quickly that her staff and the physicians present had the patient stabilized and understood that the most important skill set she should put into play was her skill in working with the family. This patient was an out of town patient and the family did not understand how to navigate the streets to Cleveland Clinic Main-the next destination for the patient. The nominee alleviated the families fears by explaining in detail the patient's status and then accompanying the family to the Cardiac Catheterization lab at Main Campus -the family following her in their car to the appropriate parking garage and then walking them to the Cath Lab and staying with them until the patient was stable. This individual using critical thinking skills in understanding her practice as evidenced by a recent question posed to a proceduralist on the type of medication that was being used during the procedure and prevented a near miss by just asking the question-why? Another example where this individual affected the quality of care involved a patient who had an insulin pump and needed surgery. This nominee worked with the CNS to ensure that the appropriate insulin dosing was used while encouraging and stressing patient independence. With the help of the CNS this nominee made certain that the patient was cared for in an appropriate manner.This individual can read monitors, assist a patient in learning how to ambulate with crutches, do dressing changes, and has an overarching ability to care for patients of all ages. She has asked

she responded that since her co-workers family is so far away - I am her family .. here and now . Quality: Under this nominee's direction and support to the perioperative area the hospital has achieved significant improvement in appropriate preoperative antibiotic selection and scored 1 out of 144 hospitals in the state for two quarters. She has worked with her team on improving hand hygiene scores and identifying and supporting staff in the appropriate needs for staffing in the PAT and surgical area. Integrity: This nominee has often been described as someone I would want to care for my own family member . She is highly respected by physicians, staff and others and often is called to respond to nursing care delivery questions. She stands for her beliefs and has had to stop the line to clarify that steps that were being requested were approved and in the scope of her license. She wasn't afraid to ask. This not only resulted in putting patients first but demonstrated to several colleagues that she understands and values her role as a Registered Nurse. She is often called on to validate decisions and is seen by the hospital leadership team as someone who will know the answer and make the best decision for the patient in a cost effective manner. Please strongly consider this individual for the Lifetime Achievement Enterprise award. Thank you.

Enterprise - Quality and Patient Safety

Nominee # 952

Describe how the nominee demonstrates leadership in projects associated with nurse sensitive indicators: CLABSI, restraints, falls, pressure ulcers, CAUTI, etc.

The Nominee has been the brainchild of numerous successful programs implemented within the enterprise. The Nominee's home base has served as a proving ground for these programs as she supports a forward thinking and innovative leadership style. Listed below is an example of the influences she has had on the Cleveland Clinic as an enterprise. Heart Failure Disease Specific Certification: The nominee has launched and sustained a successful Disease specific certification for Heart Failure and the subsequent development and deployment of the Heart Failure (HF) Readmissions committee. The HF Readmissions initial focus was to create a bridge to the outpatient facilities to identify those patients in their facilities at high risk for readmission. The program evolved into a strong collaborative relationship between the hospital, home health and the long-term care facilities within the communities we serve. It continues to grow with a mutually beneficial goal of quality patient care. Get With the Guidelines for Stroke: The Nominee's inspiring leadership achieved the Silver Plus award with an active intention to continue to gain recognition with the development and moving forward to Gold Award status. The Nominee has led the consolidation of the physician and Allied Health credentialing and reappointment process so there is only one packet needed that is shared by the East Region hospitals. This process not only increases physician satisfaction but also saves the enterprise money lost in duplicate work. The nominee works intimately with nursing and senior nursing administration to identify and combat nursing challenges in the care and management of the patient. She is integral in the development of impactful plans and initiatives that support the nurse sensitive monitoring and management of CLABSI, restraints, pressure ulcers, CAUTI falls & prevention.

Describe how the nominee demonstrates role modeling and mentoring of others in promoting quality and safety.

This nominee is a role model for the nursing profession. She has a keen ability to use appropriate humor in the management of patient care situation, defuse stressful situations in an effort to support team collaboration. She is an ardent advocate for patients, employees, and families. This proficiency is essential to the success of the projects she has championed. Physicians, Vice Presidents, Presidents, Nurses, and Directors from all areas are comfortable in seeking her out for guidance, wisdom, coaching, and problem-solving recommendations. The nominee is THE GO-TO person and an example of an authentic serving leader. She is actively recruited for her insight and expertise by senior management, peers, and her constituents. As the consummate learner, she invests time and energy to her advancement in maintaining the currency of her knowledge base in a constantly changing healthcare environment. This nominee mitigates nursing and physician practice challenges through established committees and processes searching for the 'best option'. This nominee is a resourceful and resilient individual. She has demonstrated talents in fostering relationships between like and dissimilar individuals and groups. As the source of truth to senior leadership through front-line staff, she is available to all for consultations. This nominee has published numerous times including her most recent piece: 'Joining Forces for Efficient, Effective Care'. This nominee serves as a liaison to the Office of Patient experience, assisting with grievances and patient complaints as a transformational leader. The nominee supports a diverse department membership and is a mentor to her highly engaged employees while supporting their personal and professional development; additionally, serving as a mentor to those advancing themselves academically. She has spearheaded the migration of policies to the new policy tech platform (PPM). Her consultation, expertise, and guidance continue to make this challenging and difficult process move forward smoothly.

Describe how the nominee serves as a leader on the unit (formal or informal) to effect positive change in clinical outcomes.

This is a synopsis of the nominee's contributions over the past year, as she continues to represent her entity and Cleveland clinic within numerous forums. Her willingness to share her nonproprietary knowledge base and expertise is exemplified in the following: Key driver in the Orthopedic Project collaborating with Nursing including its inaugurate development and ongoing success. The nominee chairs the Nursing Peer Review at her entity after development and deployment. Annual Quality Event Voice of Healthcare Improvement November 2013 " Poster presentation: Complete Care formally known as the Orthopedic Bundle Project. Quality & Safety Innovations Summit May 2013: Poster Presentation: Orthopedic Bundle Project Ohio Hospital Association (OHA) Annual Quality Conference " Keynote speaker: Redefining Care Delivery One Episode At-A-Time, a synopsis of the evolution of the orthopedic bundle project and implementation of rapid recovery. American Indian Physicians of Northern Ohio (AIPNO) November 2013: Poster presentation: Complete Care formally known as the Orthopedic Bundle Project Geriatric Conference Speaker " Presented a review of Value Based Purchasing for the front-line healthcare professional. Adjunct Faculty, Lakeland

Community College: Provides an introductory core curriculum outlining the multifaceted arena of quality, quality initiatives, and all realms of Quality Management. Emergency Preparedness "HEICS Aniston, Alabama- FEMA training with emphasis on hospital leadership in mass causality events Preceptor for all incoming Quality Directors within the Region and has supported Fairview, Medina, and South Pointe during leadership transitions.

Describe how the nominee contributes to safety and quality improvement initiatives and processes

Listed below is a short list of the contributions that this nominee has made to the Cleveland Clinic utilizing a multidisciplinary/interdisciplinary approach to quality patient centered care. The nominee led these initiatives from the inception and remains an authority on these programs. Heart Failure Readmissions committee: This committee is a pioneering group developed from a need to collaborate with our community leaders and facilities to integrate 'best practices' in the management of heart failure. This collaboration project targeted towards area nursing homes has continued to grow and affect positive change on the continuum of care for the HF patient-inpatient and outpatient while bridging support and services to the long-term care facilities. The principle tenets of this program are now being transferred to other key disease specific patient care groups. Orthopedic Care Advocate program: This project was a response to managing the orthopedic patient with the intention of reducing cost, length of stay, minimizing the recovery period, and reducing infection rates. The coordination of multiple programs supported the success of this initiative with the Care Advocate connecting with the patient pre-operatively and throughout the hospitalization to post-operative follow up including home care. The nominee was instrumental in the re-development of the Orthopedic Joint Class and the update of the Orthopedic Patient Reference Binder. The nominee was a representative for the organization at TEAM STEPPS in New Orleans in July 2013. Upon returning she implemented this program with Leadership throughout her home base. The nominee is an active liaison to key physician events, serving as a voice of reason and objective solution in tough situations. This nominee was the pivotal key to the CMS Orthopedic Bundle Project (Complete Care). This project is unique to the Cleveland Clinic enterprise as it is the only Center for Medicare Medicaid Innovations (CCMI) project within the Cleveland Clinic. She was crucial in the initial development of the program and continues to navigate the project and ongoing reports. This project will create the foundation for transforming health care delivery within the United States. It is the pilot program from CCMI under the Affordable Care Act. This Complete Care model uses a system of bundled payments and establishes both performance and financial accountability for episode of patient care. The details of this project were described in an article she edited and authored titled 'Bundled Payments for Care Improvement Initiative: The Next Evolution of Payment Formulations AAHKS Bundled Payment Task Force' published in the Journal of Arthroplasty.

Enterprise - Healing Environment

Nominee # 828

Describe how the nominee demonstrates leadership in projects associated with enhancing the healing environment:

1. The nominee drives numerous projects associated with ensuring patients receive quality care. Daily she reviews documentation to ensure core measure standards are being met. She meets individually with nurses to ensure the patient receives evidence based care when measures are not documented or ordered. She also develops education programs to ensure nurses understand the importance of each measure. She implemented a quality improvement project aimed at improving compliance with immunizations. This involved educating nurses on how to assess patients for immunization history and proper documentation. She then tracked compliance, following up with individual nurses as appropriate to ensure compliance. This project improved compliance to 99%. She has also taken the lead in ensuring all stroke inpatients receive the appropriate standard of care. A project associated with this includes daily concurrent audits to ensure stroke measures are implemented with immediate follow-up when issues are noted. This requires that she develop and maintain a collaborative working relationship with primary physicians and neurologists as well as the staff nurses. The nominee is frequently consulted to develop and implement plans to improve patient care, whether it be related to an opportunity for improvement identified through quality improvement initiatives (e.g. documentation of patient education and plan of care in EPIC) or in response to regulatory agency requirements (e.g. improving documentation of vital signs and neurological checks in the stroke population; education on appropriate restraint use and order/flow sheet documentation) As a leader, she evaluates the issue, researches evidence based practice guidelines, develops a plan for improvement, implements the plan, tracks compliance, and provides follow-up with staff and management. The nominee is dedicated and reliable. If she is asked to do something, you can be sure it will be done well and in a timely manner.

Describe how the nominee demonstrates the ability to positively influence the patient experience:

2. The nominee is a patient advocate, having worked to improve patient experience in numerous ways throughout her career. She has been a nurse for 22 years, having spent the first 20 of those years at the bedside providing compassionate, high quality care. She has precepted/mentored many nurses over the years and has provided an excellent example of what it means to put patients first, ensuring a positive patient experience. She is the kind of nurse you would want taking care of your family because she always goes the extra mile to provide extra comfort measures to her patients, to ensure they understand their plan of care and have their questions answered, and to truly be present for the patients/family through active listening. In her current role, she has developed a stroke education program where she meets 1:1 with patients and their families to provide individualize stroke education with a focus on secondary prevention of stroke through management of personal risk factors. By individualizing this education, the nominee has been able to identify patient issues that, if not addressed, could adversely impact their recovery. An example would be a discussion she had with a stroke patient regarding the importance of managing his diabetes. During this process, she discovered that the patient was having a difficult time affording his medications and was only taking half doses of his insulin. The nominee was able to pull together members of the interdisciplinary team to address this patient's needs, involving care management, pharmacy and community resources. The nominee's ability to engage the patient/family and draw out their concerns during this individualized patient education has led to many similar interventions to meet specific needs of the patient and has also led to improved scores on stroke education surveys conducted by the stroke team. The nominee leads our general hospital and nursing orientation program for all new employees and has incorporated within that program education on our hospital-specific initiatives aimed at improving patient experience and satisfaction. She ensures that new employees understand the no passing zone and our quiet at night initiatives as well as other ways they can contribute to improving patient experience in their role.

Describe how the nominee promotes a safe and healthy work environment:

3. The nominee promotes a safe and healthy work environment for both staff and patients. She established the first falls committee at our hospital, leading the initiatives to improve identification of patients at risk for falls through the use of yellow slippers, signs and fall magnets. She also implemented the fall huddle process, bringing together caregivers post-fall to evaluate what happened and to identify opportunities for improvement. This involved adapting a huddle tool for use at our hospital and educating NOMs, nursing leadership and staff nurses on the purpose for the huddle as well as the huddle process. She also worked with rehabilitation services to incorporate transfer training into our general nursing orientation class to ensure that new nursing employees are trained in the use of proper body mechanics and how to safely transfer patients. Recently, she co-developed a 'Ready for Takeoff' initiative aimed at reducing falls by ensuring that the patient's environment is safe before transferring. The nominee has served on the hospital Safety Committee and has

developed presentations for our hospital's Safety Fairs, including one on rapid identification and management of a patient, co-worker or visitor exhibiting signs of an acute stroke.

Describe how the nominee demonstrates flexibility and adaptability in meeting the needs of patients and families

4. The nominee wears many hats in her role and works hard to prioritize her work and ensure that the needs of patients and families are met. While she is no longer a staff nurse, she frequently lends a helping hand on the nursing units and never fails to pass a call light without stopping to offer assistance. She is also willing to drop what she is doing to help a staff nurse or manager with new or infrequently used procedures. The nominee often juggles her schedule to meet with staff working on an off-shift to ensure they understand a new initiative or to provide them with education. She has also been known to stay late to meet with a patient/family and provide individualized stroke education. She has also worked to start a stroke support group, meeting with patients and their caregivers in the evenings. She is instrumental in our hospital's community outreach program, incorporating into her busy schedule the time for public speaking engagements, community education and health screening aimed at stroke education and identification and reduction of risk factors for stroke and cardiac disease.

Local - Nursing Alliance

Nominee # 14221 - LU

Describe how this nominee demonstrates a level of performance excellence and functions as an integral part of our health care team.

Nominee is an integral part of the computer documentation at our hospital. She is the go to person for all questions, concerns and suggestions that are generated by the use of Epic for documentation. Nominee is acutely aware that everything she does can affect patient care and the work flow of other nursing personnel and tailors her practice to reflect this fact. She interacts daily with all members of the health care team who do any kind of computer documentation.

Provide an example of how this nominee demonstrates a teamwork approach while eliciting the cooperation of other members of our health care team in order to maximize efficient, well-coordinated patient care.

This nominee will work with each member of a team on an individual basis to ensure that the member understands their part. For instance, when the EPIC deployment merge took place, this nominee not only worked with the managers in preparation for the deployment, she sat side by side with each division clerk to prepare them for what would happen immediately before, during and after the deployment merge. This nominee participated in Lutheran's journey to Pathways by serving as a standard chair and coordinating the writing of the standard and gathering evidence for submission.

Describe how this nominee demonstrates commitment to service as they share expertise with nurses in the form of support services that enhance patient satisfaction and clinical outcomes.

ASAP, the ED documentation system is not one that is owned or supported by Nursing Informatics as a department. The nominee consistently assists in answering questions and sorting through issues around ASAP. If ever there is a question that this nominee does not have an immediate answer to, she works quickly to find the answer and does not hesitate to follow up. This nominee will re-arrange her schedule to ensure that systems are operating appropriately (come in at off hours, call in to supervisor or nursing floors). Nominee is aware that by assisting staff to become more adept at documenting, she is also allowing them to spend more time with patients and thus indirectly help to increase patient satisfaction.

Provide an example showing how this nominee demonstrates superior interpersonal skills with patients, families, visitors and nursing staff.

Wherever this nominee finds herself in the hospital, she always greets individuals with a smile and helps people to find their way within the halls. She is a familiar face to anyone who utilizes a computer at our hospital. They all recognize her by her warm smile and caring ways. This nominee will volunteer her time to assist any department or individual needing assistance with a project or investigation that may involve a computer system. The position of this nominee does not afford much time to spend with patients, visitors or families, it is the nominee's efforts in her regular job duties that allow the frontline staff more quality time to spend with patients, visitors and families.

Provide an example showing how this nominee demonstrates innovation through the initiation of ideas to improve the efficiency of patient care outcomes and utilizes positive problem-solving techniques.

This nominee listens with an open ear when bedside staff are voicing frustrations or confusion about work processes. This nominee will work through what is presented in order to come up with a solution that she presents to the Informatics team to improve workflow. Nominee has taken back feedback from the care team to the Nursing Informatics team. Many times a selection or the amount of clicking has been changed as a result of Nominee's interactions and problem solving with direct care staff.

Local - Nightingale Physican Collaboration Award

Nominee # 14458LU

Provide an example showing how the nominee participates in a cooperative effort with the members of a group or team to achieve a common goal. Include details on how the nominee shares clinical expertise in a collaborative manner and shows respect and appreciation for the expertise of their nurse colleagues.

This nominee shows great respect to other employees like the 5D staff by taking the time to engage in conversation with them after he returns to the floor following a day of surgery. He will pull up a chair and speak to them about upcoming changes, expectations of his patient's care and anything else they may have questions about. Recently he educated them about a EPIC page that provides them great information regarding orthopedic patients. He is quick to compliment them for a great job and always raves about how they are about to get his patients up, recovered and moving in a timely fashion.

Provide an example showing how the nominee is open to change and looks for opportunities to improve on and create better, more efficient means of meeting goals. Describe how they implement a new or significantly improved idea, service, process or practice that is intended to be used.

This nominee has led the charge to utilize alternative means of pain management (pain blocks) in order for patients to recover quicker and decrease length of stay while maintaining and even increasing safety because of the decreased use of femoral blocks that have resulted in past falls and the elimination of Duramorph which often leads to hemodynamic instability. After he rounds with his patients early in the morning, he informs the staff the goal of discharge for each patient. He will write this information down for case management.

Describe how the nominee's attitude, behavior, interpersonal skills and problem-solving skills enable them to respond to internal and external customer needs and expectations in a positive manner. The response should show how the nominee acknowledges and respects individual and cultural differences and exceeds expectations of patient, family and other caregivers.

This nominee sets the expectations for his patients in his office on their post op course of treatment. He conveys these goals to the patient at the office, in the hospital pre surgery and on the floor after surgery. This nominee spends so much time laying the ground work on patient goals, it makes the recovery and discharge process much easier. There are no surprises for his patients.

Provide an example showing how the nominee demonstrates a high degree of excellence, maintains the highest standards and achieves them by continually measuring and improving outcomes in their area of expertise.

This nominee's patients generally do very well post-operatively and often exceed the ultimate goal of being discharged safely before the traditional three days. He attends and participates in all Surgical QEC. This nominee has brought forth great suggestions that are often common sense.

Describe how the nominee demonstrates empathy and true concern for patients and their family members, uses active listening and engages the patient and family in dialogue, and provides a caring and supportive environment for patients, families and fellow caregivers.

I have witnessed this nominee updating his patients and their families post-operatively with great compassion and he speaks with them in a way they can understand the medical information. He actively listens to their concerns and encourages them to do more than they thought they could.

Provide an example showing how the nominee adheres to high moral principles and professional standards by a commitment to honesty, confidentiality, trust, respect and transparency.

This nominee utilizes the art of communication to ensure his patients, families and staff are all aware of the expectations and goals. His attendance and input to surgical QEC is invaluable. He will answer questions without hesitation.