

## The Way I See It

**March 31, 2017**

As a patient was being discharged from the medical floor he complimented **Rachel Olson** for the great care he received! He also said Thank you to everyone for their assistance. We have some amazing staff ensuring quality of care of our patients. Thank you all. (Danita Rixen)

A resident asked **Pam Stewart** if she would push her down to get something from the cafeteria as she was out of breath and could not make it on her own. **Pam** readily agreed to help the resident and even offered to push her back to her room after she made her selections. It is nice to see that it doesn't matter what department a person works in everyone is always willing to help our patients and residents.(Danita Rixen)

I would like to thank **Pam Held** for her kindness to the nursing home residents that get lunch in the cafeteria. Several residents come to get lunch, and she always jumps up to get them things out of the cooler or to push them back to their rooms. Pam makes sure each of the residents gets what they want and helps them as much as possible. Thanks **Pam** for making sure each resident gets the selection they want and don't have to struggle with getting it back to their room. (Danita Rixen)

As a medical patient was being discharged they were praising the **nurses and staff** for their great care during their stay. **Way to go nurses** for providing the patients a memorable stay and giving quality care to each and every one of our patients.(Danita Rixen)

Kudo's to **Lori Sieg** for her time and commitment to research a patient's use of supplies, so the hospital is reimbursed as much as possible. It takes a little extra time to investigate the situation, but you sure make it pay off in the end!(Danita Rixen)

I appreciate **Jessica Hanson's** willingness to always stop what she is doing to assist us at the front desk. It's reassuring to know that she always has our back during busy or difficult situations. (Danita Rixen)

A nurse's work is never done, and that was the case for **Candie Thompson**. There was some crushed chips in the hallway so Candie got out the vacuum cleaner and not only did the hallway

but part of the lobby. A lot of pride in the workplace displayed in her actions. **Thanks Candie** for going the extra mile.

(Danita Rixen)

I was showing a family member where they could find some boxes to pack up personal belongings and **Jackie Martin** came by and not only offered to get them some better boxes but also showed them where to find the cart in case they needed it. **Thanks, Jackie**, for such a helpful spirit! (Donna Corneliusen, LSW)

I would like to thank the person who left a plate of small cupcakes on my desks this morning, March 20, 2017. With the little note saying "Happy Monday." They were very good, and once again thank you for the surprise as well. (Sister Mary Agnes)

Thank you to **Pam Stewart** for always coming to my rescue when it comes to my computer!!(Mike Z.)

Thanks to **Bruce** for brightening up everyone's day by wearing his Hawaiian shirt! It's great!! (Mike Z.)

Many thanks to **Sarah Sommer** and **Winona Kucharski** for coming to my mom's rescue when neither she (nor her daughter!) could figure out how get her cell phone working correctly. You are appreciated!(Donna Corneliusen, LSW)

Thank you to **Sister Mary Agnes** for always being available to comfort all of us in need. Your spiritual presence is an absolute gift to St. Aloisius Medical Center. (Mike Z.)

Thank you to **Karen Bienek** for continuing to look for the small dollar amount we were off in balancing our monthly bank statement. When you are balancing large #'s, it's hard to find those small amounts that you are off, and her persistence paid off so that we continue to be 100% in balancing this month's bank statement. **Great job Karen!** (Sandy Teubner)

**Joan Adams** was just leaving work one morning after her shift and on her way out a patient stopped at the desk and said she needed to run a document down to the lab department. Joan offered to walk it down there for the patient even though it was not on her way, so that way the patient could make it to work on time that morning. Thanks for going out of your way and helping her out Joan! Jessica Hanson, CRCR

Recognition for the great care was received from a couple of patients that were on Med/Srg in the past week. Thank you to **Dr. Nyhus, Melissa Vollmer, Marjorie Kleinsasser** and the rest of the staff that have helped make our patient experiences so great!

And to the **dietary staff**, one pt recognized the great food that he was served!!!(Candie Thompson DON)

**Thank you to everyone** who attended the SWOT analysis meeting. Your input made this a very successful meeting and the valuable information retrieved will be brought to our strategic planning session. Also thank you to **Danica** for being the scribe during the meeting and to **Nancy** for transcribing all information making it readable and presentable! Again, **THANK YOU** for your participation. (Mike Z.)

**Sandy Teubner** unexpectedly delivered a plate of food to me due to the fact I was in meetings all day and didn't take the time to eat. This was a gracious act and it was very much appreciated! **Thank you Sandy!** (Mike Z.)

This morning as I was coming down the hall, **Pam Stewart** was walking with a Lady on her way to PT. when the lady had a weak spell, she went against the wall and Pam was right there so the lady didn't Fall, and once the lady said she was OK, **Pam** then took her arm and help her into the Physical Therapy department for her appointment. (Sister Mary Agnes)

To All,

This was another great two weeks of recognizing the positive gestures you have provided to our customers, patients, and to each other. This is what our ministry is all about. Please continue and thank you everyone for all you do each and every day.

Respectfully,

Mike Zwicker, CEO