

WHAT CO - WORKERS SAY

Editor's note: The following are taken directly from statements by patients and nominations by fellow employees for UTMB's honor roll.

Alpha J. Mitchell
Medical/Surgical Nursing

"Mrs. Alpha Mitchell comes to work and leaves with a positive attitude no matter what the circumstances are during the shift. She is always prompt and ready to work. She goes beyond the call of duty when working. She never waits for someone to ask if help is needed. She willingly offers her assistance. (Mitchell has been) a nurse for more than 25 years. I have to call on her for her expertise. As a novice and making the transition from graduate nurse to nurse with experience, Mrs. Mitchell has made the transition ... a lot smoother. With the high acuity of care and time needed on this unit, she still finds time to offer advice when needed. ... She is truly an angel."

Leilani S. Giesler
Rehabilitation Services

"During the past several weeks, the physical therapy rehab team has been very busy. Leilani has maintained her professional standards and continues to have a great rapport with her patients. She makes every effort to ensure that her patients are provided with the necessary treatment, communicates effectively to physicians and team members and trains family members so that the established program is followed and the patient is safe at home. What is exceptional is that she continues to have a good supportive attitude with all the changes. Leilani is an excellent team player and very valuable employee. She always gives her patients 100 percent even under stressful conditions."

Linda Page
General Surgery Nursing

"Linda is kind and helpful to her patients as well as her co-workers. She conducts herself in a professional manner. Her nursing care is excellent. She is the perfect role model for her peers."

Ray Meyer
Poison Control Center/Trauma Center

"Ray imparts respect to all of his co-workers. He is compassionate to patients, colleagues, and anyone else that he is in the company of. Ray is a professional in every meaning of the word. He works hard and is loyal to his employer. He is a delight and a joy to work with."

Honoring care and compassion

The new millennium is expected to be a voyage into the unknown. Health care continues to rapidly change, sometimes creating a roller coaster ride for those who have chosen health-related careers or support roles in health care organizations. No one knows what the future holds. However, it is certain that UTMB will continue to need qualified, caring people who are willing to devote their lives to helping others. Without them, a hospital is just a building.

WHAT PATIENTS SAY ABOUT

Patricia James
Perioperative Nursing

"(Registered nurse Patricia) James was outstanding! She was very compassionate and took time to talk with me. She was very friendly."

Inez Janke
Patient finance

"Mrs. Inez explained everything to us and she was very friendly and courteous. Thanks, Inez."

Lionel Peche Jr.
Social Services

"Cannot say enough good things about Lionel Peche Jr. ... Excellent attention to my needs."

Bronson Smith
Pediatric Nursing

"I want to thank our nurse Bronson Smith. He was real good with my daughter and helped us a lot."

Steve Scott
Respiratory Therapy

"...Steve was very good and pleasant. He always had a kind word and a smile on his face."

Paula McNatt
Admitting

"Paula in Admitting was very helpful in assisting me with my insurance company. She even called to verify that I had been able to notify all concerned. While everyone else was transferring me (on the phone,) Paula really made a difference. Thanks, Paula."

Cleveland Pace
Transportation

"The transportation tech who took me for echocardiogram was great—Cleveland was his first name. He would tell me where we were going, was gentle on the bumps and very professional."

Rosalina Cruz
Rehabilitation Services

"The nurses on the rehab unit were very, very good, but Ms. Cruz gave above and beyond the call of duty."

Brenda Tyler
Patient Services

"Brenda Tyler responded quickly and with great professionalism to concerns we had; she followed up thoroughly and represented what we believe to be the spirit of the Patient Services and the Administration."

WHAT CO - WORKERS SAY

Mary Rivera
Oncology Nursing

"OK—where do I begin telling you what a great nurse this woman is! She truly has all the qualities God intended a nurse to have. Lots of love, compassion, genuine heartfelt caring for her patients no matter what their ailment is. She always has a smile for us—she has that sixth sense for knowing what you need before you do. I guess to put Mary in the true perspective of what she is—all I can think of is that she is an angel sent from God (which is what a good nurse should be)."

Santhosh Joy
Pharmacy

"Very few people exemplify the high standards of work ethic that is so clearly seen in Santhosh Joy, the Pharmacy Decentralized Tech for the seventh floor of the Towers. He consistently goes beyond the call of duty to ensure that the patients' needs are being met. He will follow up with the nurses to ensure the request has been filled. These thoughts are by all the nurses who work with Santhosh."

Ellarene Duis-Nittsche
Medical Surgical Nursing

"What I admire most is her ability to communicate with her staff so well and that every one of her employees has positive things to say about her. With her mentoring, the staff gets along well and are kind to one another. She's understanding of her employees personal needs and individual problems. I feel what I've learned from her I can take with me to my next position. I've come to think of her not only as a supervisor, but as a personal friend."

Vanessa Allen
Health Information Management

"Vanessa maintains a cheerful nature and respectful attitude that never falters. So often people go unrecognized for just being a pleasure to work with—Vanessa is one of those people—and I am sure I am not the only person who appreciates how they are treated when they go into the medical record area."

Sheryl Gasaway
Critical Care Nursing

"Sheryl Gasaway is a tremendous and superb asset to our unit. She always goes above and beyond her duty to make sure everything is accommodated. Sheryl is very accountable, effective, efficient, impeccable and compassionate with the patients. In a spare moment, she is there to give a helping hand to the nurses who need her help. Sheryl is always cheerful and eager to give a helping hand."

Wendie Rayfield
Critical Care Nursing

"Wendie Rayfield is exemplary in her care of patients and their families. She is an excellent advocate for the families. For example ... she made certain that the mother had a local OB/GYN appointment as she was early in her pregnancy and that the mother got medical attention for pink eye. Wendie took a patient out to the rose garden as he had been in the hospital for an extended time and needed a change of scenery. I hope to be as thoughtful as Wendie when I care for our patients."

David Marshall,
Executive Director, Patient Care Services

"As we celebrate Hospitals Week and National Nurses' Week a week is not adequate enough to praise our healthcare staff. We need to say thank you every day to those who directly and indirectly help provide care to our patients. So in Nursing Service, we are saying 'Thank you' this week. And we need to remember to say it every day of the year."

David S. Lopez,
Senior Executive Director, UTMB Hospitals

"This week provides us an opportunity to reflect upon the numerous ways our staff assist those who come to us seeking comfort and understanding. Our employees continually do whatever it takes to help our guests through difficult times and they do it year-round. We can't thank them enough for their efforts."

Dr. Don Prough,
Physician in Chief

"All hospital employees, regardless of position, are essential to the health care team. Physicians rely heavily upon them to ensure that we are able to provide the optimum in patient care. We couldn't provide the quality care that we are known for without the many committed individuals throughout the hospital."

Dr. Joan Richardson,
Medical Director, UTMB Hospitals

"The care and compassion that UTMB employees show patients, their families and our visitors throughout the year is especially appreciated and acknowledged during Nurses' Week and National Hospitals Week. This week is dedicated to the people who really run this place and make things happen for our patients."