

Stories of Excellence

First Quarter 2017

Enloe Medical Center's Stories of Excellence program honors caregivers whose actions tell a story of human kindness, quality of clinical care or exceptional customer service. Read the stories below to learn about 2017's first quarter recipients:

- [Sara Voigtritter and Judy Boyette](#)
- [Dr. Emily Hartmann](#)
- [Ryan Scarbrough](#)
- [Debbie King](#)
- [Christina Newby, Darcy Seipert and Ulises Ayala](#)

Recipients: Sara Voigtritter and Judy Boyette

Their Story of Excellence:

ICU charge nurse Judy Boyette shared a story with me about a new program that we are trialing that honors our patients who die and helps bring closure to families and caregivers alike. Sara Voigtritter, RN, on our unit, introduced the program at Enloe.

Recently a gentleman went PEA (became unresponsive with no pulse) while his family was in attendance. We worked to resuscitate him for about 20 minutes but were unsuccessful. After Dr. Hawkins talked with the patient's wife, we stopped resuscitation efforts. Judy provided comfort medicine and stayed with the gentleman, holding his hand, with his family and bedside nurse at his side until he passed. His wife told Judy it was his birthday. To bring honor, comfort and a sense of normalcy in an awful situation, Judy offered the Honoring Ceremony. She said yes, and Judy asked Sara to lead it.

Sara explained the process to the family, who loved the plan. After the floor RNs, Sara and Judy bathed the patient, dressed him in a clean gown and rid the room of the remnants of the code, we invited in the family. His nurse attended (she was new and this was her first code experience), Sara read the poem and his wife anointed her husband with the lavender oil. The family thanked Sara and Judy profusely, and the bedside nurse appreciated the help in dealing with the distress of experiencing the patient's death.

Story submitted by Cindy Llewellyn, RN, Nurse Manager, ICU/CCU

Recipient: Dr. Emily Hartmann

Her Story of Excellence:

On Sunday, we had a Trauma Team Activation at 07:59. The patient was a young woman who had been in a motor vehicle accident and had sustained a large laceration to her face.

The laceration extended from the right side of her mouth to her right ear and was filleted open with jagged edges. Unfortunately, there was not a plastic surgeon on call.

However, plastic surgeon Dr. Emily Hartmann was following up on a patient in the trauma unit and was made aware of the patient in the emergency room. She was kind enough to come see the patient, even though she was not on call, and ultimately took her to the OR to repair her facial laceration. The OR start time was 11:01, and Dr. Hartmann dictated her surgery notes at 14:54.

I found out later that Dr. Hartmann's daughter was performing in church that day, and she missed the performance. We are very fortunate to have such a gifted, compassionate physician!

Story submitted by Ellen Noble, RN, Charge Nurse, NTSICU

Recipient: Ryan Scarbrough

His Story of Excellence:

In late October 2016 there was a vehicle accident in Glenn County that took the lives of a young mother and her 11-month-old daughter. A short time later, one of our Willows ambulance staff members, Ryan Scarbrough, EMT, of Willows Ambulance, responded on a 911 call, and the patient shared that she was the mother that had lost her daughter and granddaughter in that accident. She further shared that she was now raising her grandson, Grover, who had lost his mother and infant sister in the crash. She was feeling overwhelmed with the loss and new responsibility. Ryan took it upon himself to try to improve the family's condition.

Realizing that Grover's grandmother was unable to provide him a Christmas this year, Ryan and his partner, Aaron Macias, Paramedic, Willows Ambulance, met with her and her grandson and received her permission to provide Grover with Christmas presents. Ryan shared the story with all of our ambulance staff and started raising donations.

Our staff stepped up and helped with financial donations, donations of clothing and toys, and one employee even bought Grover a new bike and helmet. Everyone got into the spirit of helping Grover have the best Christmas possible, but our Willows ambulance staff really deserve the most credit. Ryan deserves recognition as the driving force for organizing and then delivering an amazing Christmas to Grover.

Submitted by Mark Walker, EMS Supervisor, Butte County EMS

Below is how Christmas Day unfolded as told by Ryan Scarbrough:

Good morning, Marty, just an update. Mark said you asked about how Christmas Day went for Grover? It was amazing to say the least; everyone pitched in and made it amazing.

Tyler Lombard, Paramedic, Willows Ambulance, and I facilitated the event. Ryan Martindale, EMT, Willows Ambulance, and I went into the mountains and cut Grover and his grandma a Christmas tree and bought lights and a tree stand. The three of us surprised them with the tree. They both were beyond excited. We stayed and set the tree up and even helped decorate it.

Grover got enough clothes to last him through 6 years old and shoes to last him until he is 5. He received a dresser and a bed. (I didn't know this, but he was sleeping on the couch; Grandma couldn't afford a new bed.) Grover also received a lot of arts and crafts, learning supplies such as flash cards, and toys.

I have never done anything like this, but I know after seeing the smile on both of their faces, it won't be the last time. Grover's grandma was in tears over the support she received from the Enloe EMS Department. This event was a department effort, and Tyler and I couldn't have done it without the efforts and generosity of the Enloe EMS staff. We have an amazing crew. It never will cease to amaze me how everyone will step up to help others in need.

Recipient: Debbie King

Her Story of Excellence:

I was working night shift charge nurse on Monday. Tuesday morning I received a call from dispatch that they had sent paramedics to a fire explosion call on East and Highway 32, and they would call me with any updates. Shortly afterwards EMS was bringing in the surviving mother and her 4-year-old daughter for smoke inhalation and general medical help. They had just lost everything in the mobile home fire, including the 4-year-old twin who was caught in the back of the house.

Mom's hair was singed from the flames from when she tried to rescue her twin daughters. Overwhelmed by heat, fire and smoke, the mother retreated for safety with the surviving twin. They watched their house burn to the ground as EMS and fire tried to save the little girl. I assigned them to a room in pod 4. The strong smell of smoke was noticed throughout the ED. Mom had no shoes and their clothes were ruined.

Debbie King, RN, decided to start a fundraiser so we could get mom and daughter some new clean clothes to wear home. She came to me and informed me of this, and the word spread. Everyone started running to their wallets and to the ATM machine to contribute to the cause.

Debbie donated a pair of shoes for Mom. Diane Wagster, RN, ran out to her car to get a bag of clothes that she purchased for her own daughters as Christmas gifts. One of the staff members donated their Enloe Christmas \$25 Visa gift card that they just received in the mail. Total donations of cash, gift cards and clothes quickly came to around \$1,400.

I was so impressed by the enthusiasm and acts of kindness of our staff. It was amazing to see everyone come together to help a family who lost everything they owned and a family member as well. We couldn't replace their losses, but the fundraiser that Debbie started will help out tremendously. I am so proud of the generosity of the Emergency Department staff. They do what they do for a reason: It comes from the heart and they care for others.

ED staff that made these acts of caring and giving include: Eric Bookey, RN; Dr. John Whitman; Juanita Anderson, RN; Juanita Carrasco, RN; Daniel Connell, RN; Pete Davis, RN; Lucas Enos, RN; Kinsey Kelly, RN; Pa Lee, RN; Christina Newby, RN; Tori Harris, ED Tech; Calvin Toohey, ED Tech; Brandon Boers, ED Triage Tech; Matthew Lawrence, Ed Triage Tech; Cynthia Bidwell, Unit Secretary; Diane McCoy, Unit Secretary; Diane Wagster, RN; Cris Richmond, ED Tech; and Heather Carter, Case Manager Social Worker, Case Management

Story told by Eric Bookey, RN, and submitted by Patty Arena, RN, Emergency Department

Recipients: Christina Newby, Darcy Seipert and Ulises Ayala

Their Story of Excellence:

During the evacuation process of the town of Oroville, many members of the community were in need of medical treatment and help. Many had forgotten all of their medications and even oxygen. Christina, RN, of the Emergency Department, showed up to the medical area of the evacuation center at the fairgrounds in an effort to help. There were limited and very basic supplies. Because of the vast amount of evacuees arriving one right after the other, it was unorganized and hectic, to say the least.

Local EMS received several calls and were on scene multiple times for unnecessary calls. The second time that Darcy Seipert, Paramedic, Ambulance and her partner Ulises, EMT, Ambulance arrived, it was clear that something needed to change.

Darcy got the OK to stage an ambulance on scene and talked to her supervisors to get the necessary equipment such as more gloves, an accucheck and oxygen. Christina was able to organize the volunteers, set up an amazing triage area, and create good patient care and flow in the unit. Ulises was excellent at providing patient care and supporting his team. All three were amazing and showed that they truly cared about the community.

Submitted by an employee who wishes to remain anonymous