

Nurse Residency Program

News for Nurse Residents

December 2022



Inside this Issue

 Letter from Evy Olson, VP Nursing Programs	3
2022 Vizient/AACN Nurse Residency Program™ Highlights	4
MercyOne – Dubuque, <i>An Advocate for Nurses</i>	5
MedStar Washington, <i>NRP Spotlight</i>	5
Capital Health Regional Medical Center – Hopewell, <i>Working Together</i>	6
Main Health, <i>Highlighting EBP</i>	7
UPMC McKeesport, <i>New Opportunities Ahead</i>	7
Cedars-Sinai, <i>Daisy Award Winner</i>	7
Calvert Health, <i>Rising Stars</i>	8
Wellstar Health System, <i>Shining During Accreditation</i>	9
Comanche County Memorial Hospital, <i>March of Dimes Nurse of the Year</i>	10
Capital Health Regional Medical Center, <i>Bingo Icebreaker</i>	11
Holy Name Medical Center, <i>And the Award Goes To.....</i>	12
MedStar Washington Hospital Center, <i>EBP: Identifying Nurse Burnout</i>	13
MedStar Washington Hospital Center, <i>Acts of Kindness</i>	14

Letter from Evy Olson, VP Nursing Programs

Dear Nurse Residency Program colleagues,

Greetings Nurse Residency Program (NRP) members and nurses! I hope this finds you well and you are getting ready for the holiday season. It is hard to believe we are heading into 2023.

First, I would like to take a moment to recognize the great impact you have on the nursing profession and patients receiving care. We work in an emotionally and physically exhausting – yet rewarding – profession. As I reflect on the impact our work has on us as nurses, it makes sense that the favorite seminar topic rated by the residents in the NRP is Ethical Decision Making. It is especially important this time of year that we spend time reflecting on the challenges we face and express gratitude to those who help us on our journeys. Thank you for all you are doing.

As I look back over the last year, it is exciting to share the great work from NRP members and nurse residents across the country. This year we have over 32,000 nurse residents in the program, at over 650 sites across 47 states. While the vast majority of new to practice RNs enter the workforce in medical-surgical areas, the number of nurses starting their careers in spaces outside acute care is growing. The impact you are having on our profession is substantial and significant.

The stories featured in this issue of *News for Nurse Residents* demonstrate how we are learning from each other and our patients. You will read about new insights on achieving high-quality, compassionate care. I found your commitment to the nursing profession, patients and colleagues truly inspiring.

I wish you a happy, healthy holiday season and much joy and happiness in your lives. Please take care, be safe and know we are here to work together as our new nurses transition into our profession. Please reach out to anyone on our team with suggestions for the NRP.

Gratefully and humbly,
Evy

Evy Olson MSN, MBA, RN
Vice President, Nursing Program



2022 Vizient/AACN Nurse Residency Program™ Highlights

- Over **32,000** nurse residents participated NRP in 2022
- NRP is in **47** states across the United States
- Over **650** organizations participate in the NRP
- Top ranked Casey-Fink skill at 12 months is **medication administration**
- Top area nurse residents are hired in is **medical/surgical inpatient**
- Nurse resident's favorite seminar topic is **ethical decision making**
- Over **485** participants attended the NRP Virtual Resident Conference



Congratulations to the winners of the NRP virtual Resident Conference poster **BINGO!**

Sarah Steward, BSN, RN
Sinai Hospital, Baltimore

Karen Townsley, MSN, RN, CCTN
Nebraska Medicine

Cheryle Pontes, BSN, RN, ONC
Saint Luke's Hospital

An Advocate for Nurses

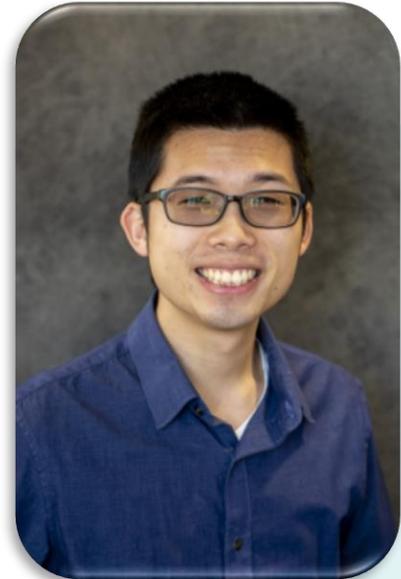
MercyOne - Dubuque

Submitted by: Megan Webber, MSN, RN, NPD-BC, CMSRN

Clinical Specialist – Medical, Surgical, Rehab, Float
Nurse Residency Program Coordinator

Sam Wu first got involved with a professional organization with his Student Nurses Association, ultimately running for class representative and then president his senior year. After graduation, he was encouraged to run for the board of directors for the Iowa Nurses Association and was elected Director of Newly Licensed RNs. In this role, he promotes the benefits of joining a professional organization with new nurses.

Early on in residency, Sam asked his coordinator if he could talk to his group about nursing advocacy. Sam presented to his residency group the importance of knowing and communicating with your legislators on topics that impact nurses. Sam has gone on to share this information with additional groups of nurse residents and in November of 2022 presented at a hospital wide nursing professional practice fair.



Sam (En-Yu) Wu, BSN, RN

NRP Spotlight

Medstar Washington Hospital Center

Submitted by: Lauren Hinson, MSN, RN, CCRN

Nurse Residency Coordinator – Nursing Education Department

At the completion of each nurse residency program (NRP) cohort at MedStar Washington Hospital Center (MWHC), Nurse Facilitators are asked to select one exemplary evidence-based project (EBP) to be presented at the Nursing Leadership Council (NLC). This project should be exemplary or one that has potential for sustainability but needs senior leadership awareness or more resources. The NLC consists of our Chief Nursing Officer, Vice Presidents of Nursing Excellence & Organizational Transformation and Nursing Operations, and Senior Nursing Directors of each service line. Cara Brenn, MSN, RN, an October 2021 cohort graduate, was selected to present her EBP project on 3E-Burn/Trauma Unit,

Music as Non-Pharmacological Pain Reduction Method in Burn Patients, at NLC in November 2022. Following the IOWA model framework for EBP, Cara found burn patients report pain alleviation when music is played during dressing changes and showers. During project implementation, nurses and patients were encouraged to play music of the patient's choice during their showers and/or dressing change utilizing a cell phone with headphones or aloud. Cara developed and disseminated a survey to gauge burn/trauma nurse's perception of the patient's verbal and behavioral responses to music. More than 50% of nurses reported playing music

decreased the patient's likelihood to require additional opioid pain relief and more than 90% recommended using music for showers and dressing changes as part of routine care! Cara's EBP Project was celebrated by our senior nursing leadership.

We are so proud of her hard work and commitment to improving care for our Burn/Trauma Unit patients!



Working Together

Capital Health Regional Medical Center – Hopewell Capital Health System - Fuld

Submitted by: Kim Coleman MSN, RN,
APRN, CNS
Clinical Nurse Specialist

With the onset of COVID and the current shortage of nurses in acute care, Capital Health opened up their Nurse Residency and Mentoring Program to more applicants. The number of new graduate nurses entering into this program has doubled within the past 2 years. The growing number of graduate RNs that need to be trained during orientation has been trying to say the least. Capital Health's Educational team responded by asking prior nurse residents, who have been a nurse for 6 months or greater, to assist during RN Skills Orientation. In August of 2022, our Nurse Residents (NRs) stepped up to the plate and signed up to be trainers during RN Skills Day. All new residents went through a training process. Each Nurse Resident was able to pick 2 skills that they felt comfortable with and attended an in-depth training experience. After completion, each Nurse Resident demonstrated back to an expert RN to ensure competency.

The new hires gave us many positive comments as not only did they receive the training they needed, but also enjoyed engaging with prior NRs. This gave them the opportunity to ask questions about the Nurse Resident and Mentoring program and ask their advice about moving forward in their career. Some new hires stated, that they were impressed and excited that this could be them in one year!

Karen Adamczyk RN, BSN,
RNC-NIC
Prabhjot Pandher MSN, RN



Karen Adamczyk instructing Prabhjot Pandher TCRN 2020 Nurse Resident, on teaching the Code Cart.



Prabhjot Pandher MSN, RN, TCRN 2020 Nurse Resident, teaching Summer 2022 Nurse Resident, Brittany Lerner ABSN, RN how to use the Rocket Drain.

Highlighting EBP

Main Health

Submitted by: Joanna Dixon, MSN, RN, NP-D-BC, CEN



Pictured (left to right): Jacqueline Laurenzano, BSN, RN (March 2022 residency graduation), O'Shell Higgins, BSN, RN (March 2022 residency graduation), Haley Maturani, BSN, RN (September 2021 residency graduation), Megan Gray, BSN, RN (September 2021 residency graduation), Joanna Dixon (Nurse Residency Coordinator), Sarah Esposito, BSN, RN (March 2022 residency graduation), Samantha Henderson, BSN, RN (March 2022 residency graduation), and Madalyn Stiebritz, BSN, RN (March 2022 residency graduation)

Four Main Line Health nurse residency EBP projects were highlighted during a PA Nurse Residency Collaborative statewide conference in September. Project topics included increasing self-pronation compliance among COVID-19 patients, thermoregulation and related incubator humidity guidelines in the care of infants in Neonatal Intensive Care Units, multimodal pain management and its effect on spinal patients' pain severity, and the impact of skin pigmentation and appropriate probe placement on the accuracy of pulse oximetry monitoring. We are so proud of their accomplishments!

New Opportunities Ahead

UPMC McKeesport

Submitted by: Alison Stanish, MSN-Ed., RN
Clinical Education Specialist

UPMC McKeesport 2022 Nurse Residency graduate, Rebecca Tomovcsik, RN, has accepted a **promotion** as Clinician in the UPMC McKeesport Emergency Department. During Nurse Residency, Rebecca presented evidence-based research to advocate for external female catheters for patients boarding in the Emergency Department. Within a few short weeks, Rebecca's passion and ambition brought her project to fruition. The external female catheters are now newly supplied in the Emergency Department for boarding patients. Rebecca's commitment to excellence and innovation is influential to the care delivered to our patients and community.



Rebecca Tomovcsik, RN

Daisy Award Winner

Cedars-Sinai

Submitted by: Charisse Murakami, MSN, RN, NP-D-BC
Nurse Professional Development Practitioner, Nursing Education

Cedars-Sinai's nurse residency program has given me a strong foundation to be a caring, competent, and outstanding nurse. From day one, I proactively utilized the program's resources and sought out opportunities to advocate for myself, my profession, and my patients. My unit recognized my strong potential as an exceptional leader, clinician, and care provider and nominated me for the coveted Daisy Awards, which I won while in the program. I continue to pay-it-forward and inspire new graduate nurses as a preceptor, mentor, workshop support staff.



Tommy Garceau, BSN, RN, CVRN-BC, PHN
– Clinical Nurse II



Rising Stars

Calvert Health

Submitted by: Mary Golway, MSN, RN, NPD-BC
Director of Education & Training and Community Wellness

Sarah's patient was admitted to Calvert Health with an acute CVA. The patient received a neurology consult in the ED and scored a 0 on the NIHSS. Over time, the NIHSS score increased when Sarah noticed the patient becoming mildly aphasic, having difficulty finding words. Sarah initiated a Code Stroke, the team identified an occlusion and the patient was then transferred to a higher level of care to help reverse the impact of the stroke.



Sarah Miller, RN



Ashtin Holsworth, RN

After receiving a patient from another unit, Ashtin discovered that the IV antibiotic and the IV fluids that the patient was receiving were not compatible. After further investigation Ashtin found that the patient was not ordered continuous IV fluids. The doctor was notified, and the incident was rectified without harm to the patient.

Shining During Accreditation

Wellstar Health System

Submitted by: Carrie Davis, MSN, RN, NPD-BC

System Manager Nurse Residency Program – Wellstar Development Center



Brittany Schwebach, BSN, RN

In July 2021, Wellstar Health Systems System's Center for Nursing Excellence and the Rising Stars Nurse Residency Program Director Randy McClain, DNP, RN, NEA-BC felt confident that our program met the rigorous standards set forth by the American Nurses Credentialing Center, and officially submitted the Rising Stars RN Residency Practice Transition Accreditation Program® (PTAP) application.

Over the next 7 months of self-study writing, comprised of Nurse Residency leaders across the Wellstar Health System, prepared incredible examples of how the RN Residency program meets, and often exceeds, PTAP Accreditation standards. Within the document we shared stories of preceptors who helping Residents gain confidence, subject matter experts partnering to develop RN leadership skills, and site leaders who welcome new RNs with open arms. Most importantly, we had the opportunity to highlight a few of the 816 RN's enrolled in the program during the accreditation application timeframe.

One amazing Resident highlighted was Brittany Schwebach, BSN, RN. Brittany joined the Residency Program at Wellstar Cobb Hospital in March 2020 and engaged with her cohort and small group each month through reflection and shared learning. Brittany's facilitator, Catherine Lorenzo, MSN, RN, CNL, noted her engagement and support of her peers while they navigated the uncharted waters of the Covid-19 pandemic

including supply chain disruption, social distancing, visitor restrictions, and a multitude of unknowns in healthcare. Although she was hired into an acute care unit, Brittney began to feel called to the Emergency Department. She felt she would excel in meeting the immediate needs of the patient and family in crisis and sought to expand her practice expertise. After discussing with her facilitator Catherine and her mentor, Cindy Lambert, MSN, RN, CNL, Brittney felt the confidence to make the move to ED and flourished.

But that's not the end of Brittney's story! After Brittney completed her Residency Program in 2021, she reflected on the mentoring she was provided during her first year and expressed her interest in serving as a mentor and coach for future RN's entering Wellstar. Brittney completed her facilitator orientation and served as a small group facilitator over the next year for incoming Residents. During this time, it was Brittney's turn to support and encourage Residents through the subsequent waves of Covid including staffing and burnout challenges impacting all nurses. Brittney's small group spoke highly of her empathetic nature, gentle listening ear, and unending encouragement. Brittney too experienced her own development while leading the group and recognized that serving as a coach and mentor was personally fulfilling and helped her refine her own development goals.

During the final months leading her small

group, she grew in her practice again by transitioning to a Wellstar Outpatient Surgical center. While she maintains shifts in the Emergency Department, she enjoys having more personal interactions with patients during the perioperative period, and feels she is able to develop a more meaningful impact with each.

In July 2022, Brittney again asked to lead a Residency small group through their year-long program. With the nursing workforce and community health stabilized, she is leading her group through the challenges of practice transition, while guiding them through the development of their own Evidence-Based Project aimed at improving the outcomes of new moms and babies. With her transitions to various areas of practice, Brittany shares her experiences and lessons learned to help her second small group of nurses develop their own professional development plans. Previous Residents like Brittany are what makes our program so incredibly successful, and we could not continue to support our incoming nurses without our amazing Residency leaders! Because of Brittany's story, and so many others just as profound, the Wellstar Rising Stars Residency program earned accreditation as a Practice Transition Program by the American Nurses Credentialing Center's Commission on Accreditation in Practice Transition Programs in May 2022!

March of Dimes Nurse of the Year

Comanche County Memorial Hospital

Submitted by: Chandra Lucksted, RN

Clinical Education/Nurse Residency Coordinator
ENA Course Director – TNCC/ENPC

Jessie Knight is a Labor and Delivery Nurse. She started her nursing career in July of 2021 and began Vizient's Nurse Residency Program (NRP) soon after. Jessi was nominated for the March of Dimes Nurse of the Year for Rising Star. Jessie is compassionate, and an advocate for the patients many would not speak up for. She assures that moms and babies receive the very best while in her care and after that. Recently, a patient with rare, high-risk twins who did not have prenatal care presented to the unit. Knowing that there was a high mortality rate amongst such twins in utero, this mom had to see the fetal-maternal specialist in the office as soon as possible after leaving our unit. Jessie waited over an hour on the phone to get this mother an appointment. The patient did not want to wait for an appointment time but did agree that if Jessie made her an appointment, she would answer the call that would give her an appointment time, and secondly, the patient promised she would find a ride to get to the appointment. A few days later, the patient was wheeled from the office to Labor and Delivery, where she was transferred to a higher level of care where her babies would be monitored until they could safely deliver.

Jessie's ability to develop rapport with people and see them as people made a difference and allowed a mom to take home babies from a NICU after ensuring prenatal visits were made. Programs such as Vizient NRP, encourage nurses to find their voice and make a difference for generations.

While NRP cannot create character, it does instill confidence in nurses, just as it did in Jessie. With the help of NRP, Jessie won the 2022 Oklahoma March of Dimes Nurse of the Year for Rising Star.

“While NRP cannot create character, it does instill confidence in nurses, just as it did in Jessie.”



Jessica Knight, ADN, RN



Bingo Icebreaker - They Say Imitation is the Sincerest Form of Flattery!

Capital Health Regional Medical Center – Hopewell

Capital Health System - Fuld

Submitted by: Kim Coleman, MSN, RN, APRN, CNS
Clinical Nurse Specialist

During the May 2022 Vizient Nurse Resident conference in St. Petersburg, Florida, each conference participant received a Vizient NR Bingo Card. This card was used as a means of networking and as an ice breaker among the attendees. This activity not only served as a way to meet others throughout the country, but for some yielded a wonderful prize. Capital Health Medical Center - Hopewell and Capital Health System at Fuld utilized this concept during the Summer 2022 Nurse Resident Orientation Day. Three different cards were developed to represent the generational spectrum of our nurse residents and our region. A card was passed out to each Nurse Resident and was used to assist in introducing themselves to other peers within their cohort. The first person to obtain bingo for each set of cards received a prize. This activity was not only fun, but “broke the ice” within such a large cohort.



NRP Bingo				
Went to Holy Family for Nursing School	Knows what 'Magnet' stands for	Worked as a Nursing Tech during school	Brought their lunch in today	Has traveled outside the country
Fluent in a language other than English	Lives with your parents	Met Someone Famous	Does not have an Instagram account	Went to Thomas Edison State University's Accelerated Program
Has read all of the Harry Potter books	Is Married	Is Employed at Capital Health	Has been to a Jersey Shore this year	Is stressed about starting a new job
Has a Tik Tok account	Grew up in Center Valley	Jumped out of an airplane	Inserted a urinary catheter	Has never seen a Marvel movie
Caught Talking on Mute	Owns a pair of Dansko Shoes	Graduated from MCCC	Has a dog	Had a pinning ceremony

NRP Bingo				
Went to Thomas Edison State University's Accelerated Program	Knows what 'Magnet' stands for	Worked as a Nursing Tech during school	Travels more than 30 mins to work	Has traveled outside the country
Attended Penn State	Lives with your parents	Met Someone Famous	Does not have an Instagram account	Graduated from Holy Family
Lives in Pennsylvania	Is Married	Is Employed at Capital Health	Has read all of the Harry Potter books	Is stressed about starting a new job
Has a Facebook account	Middle name starts with a 'J'	Jumped out of an airplane	Changed a Dressing in the Hospital	Has seen a Marvel movie
Attended a zoom meeting in your pajamas	Owns a pair of Crocs	Graduated from MCCC	Has been to the Jersey Shore this year	Had a pinning ceremony

Name: _____

Ask other nurse residents to sign your Bingo card in the appropriate Square. If you get your card sign off completely, call out BINGO!

Name: _____

Ask other nurse residents to sign your Bingo card in the appropriate Square. If you get your card sign off completely, call out BINGO!

Above is an example of the NRP Bingo Card mimicked after the May 2022, Vizient Nurse Resident conference in St. Petersburg, Florida.

And the Award Goes To.....

Holy Name Medical Center

Submitted by: Karolyn Tufel, RN

Nurse Residency Coordinator – Onboarding and Nursing
Development Specialist

Lori Podlinski, EdD, MBA, MSN,RN, CHSE, NRP Director

Anastasia Maltsev, BSN, RN was honored with the “Nurse Resident of the Month Award” on March 16, 2022. The recipient of this award has been recognized by Nursing Leadership and/or colleagues as an exemplary, rising team member both clinically and professionally. The award is celebrated internally at Holy Name Medical Center through the Awards and Recognition Committee, as is done for the nationally recognized “Daisy Award”. This award ceremony is used to build confidence in the new nurse, while also recognizing their potential to grow into a future leader. Anastasia has received the most nominations since the inception of this award back in 2021.

Anastasia was surprised by Holy Name Medical Center’s Awards and Recognition Committee in the Emergency Department after she completed her shift. She was presented with the “Resident of the Month” certificate, flowers, and pastries and her nomination submissions were read out loud in front of an audience of her peers and Nurse Leaders. The nominations highlighted her quality patient care, accountability, and motivation. Upon hire, she joined the Emergency Nurses Association and she continues to be a role model as an active and enthusiastic learner and leader. Her enthusiasm is married with her grace as a compassionate caregiver. She displays a genuine concern for patients and their families through advocacy and empathy. When patients and families arrive in the Emergency Department scared, Anastasia calms their fears through active listening and communication. She takes the time necessary to make sure the patient and families understand the treatment plan.

It is no surprise to those who know Anastasia that she would be the recipient of “Nurse Resident of the Month”; she has always been praised by her Educators, Preceptors, and Nursing Leadership. One of the greatest gifts Holy Name could give to another hospital’s Nurse Residency Program would be a carbon copy of Ms. Maltsev. Anastasia exemplifies dedication, hard work, compassion, and humility with ease, despite just completing her first year as a nurse. In the residency program, she was a constant presence at every topical session, actively engaging in discussions, and supported her peers during reflection. Anastasia’s willingness and eagerness to learn are contagious, as is her passion for the profession. As the model Nurse Resident, Holy Name could not think of a more worthy individual to be recognized internally, and within the Nurse Residency Program community!

“It is no surprise to those who know Anastasia that she would be the recipient of “Nurse Resident of the Month”; she has always been praised by her Educators, Preceptors, and Nursing Leadership.”



Anastasia Maltsev, RN

EBP Presented – Identifying Nurse Burnout

MedStar Washington Hospital Center

Submitted by: Lauren Hinson, MSN, RN, CCRN
Nurse Residency Program Coordinator – Nursing Education Department

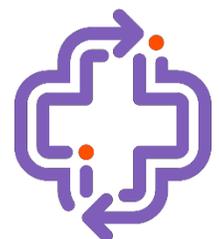
Annually the District of Columbia Hospital Association (DCHA) hosts a Patient Safety & Quality Poster (PSQ) Competition. The DCHA is an organization that works to advance hospitals and health systems in the District of Columbia by promoting policies and initiatives that strengthen systems of care, preserve access, and promote better health outcomes for the patients and communities they serve. In 2022, MedStar Washington Hospital Center was represented at the poster competition by a March 2021 Cohort graduate, Angel Davey, BSN, RN Angel and her group mates implemented their project on unit 2E, an Intermediate Medical Stepdown Unit. Her evidenced based project (EBP), **Identifying Nurse Burnout in the Intermediate Care Setting through Peer Intervention** was accepted at the PSQ Poster Competition that occurred in June 2022. During implementation, Angel and her group used a self-reporting tool, paired with facilitators, to identify nurses at high risk for burnout.

Once identified, this subset of nurses was offered mitigating interventions aimed at decreasing stress.

Using a pre and post intervention survey design, measurable improvements in job satisfaction and leadership intuition were observed. Guided by the PDSA framework, a cohort of new to practice nurses at a large, urban, academic medical center used a self-reporting tool, paired with facilitators, to identify nurses at high risk for burnout. Once identified, this subset of nurses was offered mitigating interventions aimed at decreasing stress. While the group did not achieve measurable improvements in the burnout metric, there is opportunity for further longitudinal piloting of this intervention with added support of allocated resources. We are so proud of her hard work, as well as her commitment to improving retention and workplace satisfaction amongst our staff members.



Angel Davey, BSN, RN
Clinical Nurse



Acts of Kindness

MedStar Washington Hospital Center

Submitted by: Lauren Hinson, MSN, RN, CCRN

Nurse Residency Program Coordinator – Nursing Education Department

A patient with kidney cancer recently had one of his kidneys removed at our MedStar Washington Hospital Center. After his surgery, the patient stayed in our Intensive Care Unit for two days. He wrote to share that he had a very positive experience during his stay with us because of one particular nurse that cared for him: **Grace Eke, BSN, RN.**

The patient shared that Eke consistently made him feel like she cared about his comfort and wellbeing. When the patient's IV pump began beeping repeatedly, she kindly replaced it for him after he expressed that it was preventing him from resting. He said, "I could tell that she was very busy, but she made me feel like my comfort was her number one priority at that moment. She was just so caring." Eke demonstrated this caring attitude throughout the patient's stay. He continued, "She was always smiling and happy. She never hesitated to ask if I needed anything or to check on how I was feeling.

Her care was truly outstanding...she went way above and beyond her job."

The patient was also very impressed with Eke's interactions with his roommate, who had frequent outbursts and was very demanding of our staff's attention. The patient recalled, "My roommate called her every ten minutes during the day. Each time she came, she would say hi to him so kindly. She graciously helped with all his requests, even when he was less than polite or barking orders at her. She always provided updates for him and was super friendly. She always did everything she could to help this patient." At one point during the patient's stay, his roommate intentionally set off his bed alarm to quickly get his nurse's attention. When Eke arrived, the patient again observed her walk into the room with a warm smile while thoughtfully addressing the roommate's concerns.

Recognizing that our patients are at their most vulnerable when they are hospitalized,

Eke always strives to make them feel well taken care of. She shares, "it's important to share kindness and respect with all patients because it can improve their outcomes, especially from an emotional standpoint. To make patients feel the most at ease, I listen to all their concerns and answer any questions that they may have."

It's always important to remember that many of our patients are facing difficult situations that might affect their attitudes. Eke exemplified professionalism by treating the patient's roommate with the highest level of respect. She showed true commitment to putting her patients first and demonstrated excellent service by consistently showing kindness and genuine care for the patients' wellbeing.

