Congratulations to Our DAISY Award Winners

Health First's Hospitals recognize and honor four registered nurses (RNs) as extraordinary, compassionate individuals and winners of the DAISY Award: Robin Hoffman, Medical Intensive Care Unit (MICU) from Cape Canaveral Hospital; Kelli Paul, Labor and Delivery, from Holmes Regional Medical Center; Kelly Newman, 5 West Medical Surgical Unit, from Holmes Regional Medical Center; and Tammy Cortez, Observation Unit, from Palm Bay Hospital.

The DAISY Award Foundation was founded in 1999 by the family of a patient whose life was taken at an early age, due to complications from an autoimmune disease. Since its inception, more than 2,000 organizations have joined the program “to honor the super-human work nurses do for patients and families every day.” This very prestigious, national award is given to RNs who demonstrate and reinforce the fundamentals of Health First Connections, as well as adhering to the mission, vision and goals of the organization.

A fellow nurse in the MICU nominated Robin for the initiative she showed to ensure a family in need experienced a memorable, possibly last, Christmas with their family member who was struggling with recurrent cancer. “The family didn’t have enough money for a tree,” the associate explained. “Robin went to Wal-Mart on her lunch break and bought the patient a light-up Christmas sweater and found a tree. The family used their last $5 for some tinsel. They decorated it and the patient’s room so they could enjoy what was most likely their last Christmas together.”

Kelli was nominated by a new mother, whose birth plan took a turn during both a hurricane evacuation from her home and an unexpected Cesarean section. “Not only was she an amazing nurse but she went above and beyond to be there for me,” shared the mother. “With not knowing if the hurricane was going to wreck my home and having a C-section that was nowhere near part of my birth plan, it was an emotionally tiring day. Kelli was able to calm me down and give me that intimate moment with my baby boy, holding him on my chest. I will always remember the strides Kelli took that day to make it the most perfect day of my life.”

The mother of a patient having a difficult recovery following a tonsillectomy nominated Kelly for demonstrating all of Health First’s I.C.A.R.E values. “Kelly thought outside of the box to come up with a solution,” she shared. “Her interventions showed ingenuity and led to excellent pain control and tolerance of a clear liquid diet, hastening her discharge and return home.” She described Kelly as demonstrating an excellent example of how all Health First patients should be treated – like family.

Tammy was nominated by a patient who was admitted to the Observation Unit due to pneumonia and diagnosed with congestive heart failure (CHF). The patient was overwhelmed by the personal attention and care Tammy provided during her stay. So much so that when her daughter came to visit from her first year of nursing school, she couldn’t wait for her to meet Tammy and learn from her bedside manner. “I’m betting she doesn’t even realize how special she is,” remarked the patient. “She’s funny, kind and caring; informative and thorough; helpful and always smiling. She truly made my stay more like a vacation than a hospital stay.”

Please help us in congratulating Robin, Kelli, Kelly and Tammy on their well-deserved awards.
Congratulations to Our DAISY Award Winners

Health First’s Hospitals recognize and honor four RNs this quarter as extraordinary, compassionate nurses and winners of the DAISY Award: Dana Valentine, Post Anesthesia Care Unit (PACU); Toni-Ann Edwards, Medical/Oncology; Rebecca Kilgore, Labor and Delivery from Holmes Regional Medical Center; and Crystal Mize, Patient Care Unit (PCU) from Palm Bay Hospital.

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The mother of a young patient who underwent orthopedic surgery on his wrist nominated Dana, describing her as “very dedicated to being a nurse and showing pride, passion and love for her job.” The mother was especially grateful for Dana’s ability to connect with her son, explaining the discharge instructions in ways that he could relate. “Dana was not only taking care of his physical needs, but his mental state of mind. She took the time to really get to know him and treated him as more than just a patient.”

A patient nominated Toni-Ann for the exceptional care she received after a “really bad night.” “Not only did she take care of my health issues as they came up, she was there to help me cope on a much deeper level,” shared the patient. “The Lord blessed her with the abilities to do all she does, which in turn is a blessing to all patients.”

An expectant mother nominated Rebecca (“Becky”), who made her feel at ease and like she was in exceptional hands. “She went far above and beyond her ‘job description’ to make me feel loved and cared for… Without Becky, I would not have had as pleasant and enjoyable experience. This was my last child, and she made my last memories of childbirth ones I will cherish.”

A couple of different patients and their family members nominated Crystal. The wife of one patient at Palm Bay Hospital described her as “one of the best examples of a great nurse.” She truly appreciated the attentive and knowledgeable care Crystal provided her husband. Another patient shared, “Crystal was very kind, thoughtful and considerate. She was very patient with me during my recovery; an extremely good teacher and very thorough.”

Please help us in congratulating Dana, Toni-Ann, Rebecca and Crystal on their well-deserved awards.