

'Amazing Service' award PRESIDENT'S AWARD WINNER'S DEEDS SHOW SHE CARES

The hospital's policies and procedures spell out in some detail what it expects employees to do to deliver "amazing service." President's Award winner Sonya Pradia puts the words into action.



Pradia, a patient services coordinator on the 7th floor West Neurosciences unit, received the award for Amazing Service during a May 23 noontime celebration. President and CEO Bruce Schroffel and Vice President of Patient Services and Chief Nursing Officer Colleen Goode, RN, PhD, presented the award.

President and CEO Bruce Schroffel and VP of Patient Services Colleen Goode presented the President's Award to Sonya Pradia.

In nominating Pradia, Neurosciences nurse manager Shelly Limon, MS, CNRN, praised Pradia's consistent commitment to patient service and noted her "professional, patient and courteous" service to "both internal and external customers."

Limon singled out for special mention the care Pradia provided an end-stage renal disease patient admitted to the Neurosciences unit and placed on suicide precaution. The patient threatened suicide after leaving the unit, but was stabilized and admitted to Inpatient Psych. Pradia, on her own time, picked up some personal items for the patient and retrieved his belongings.

"The patient was, to say the least, deeply touched by Sonya's caring actions," Limon wrote. "When someone takes the time to intervene on a personal level with a very selfless act of kindness, it reinforces the goodness of humanity and the exceptional quality of the employees of this organization."

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