DAISY Award winners

Nurses Go Extra Physical and Emotional Miles for Patients

A pair of nurses showed that great clinical care doesn’t stop with the end of a shift. In recognition of their work, Jung Yoon, RN, of the Pulmonary Unit, and Laure Heit, RN, of the Neonatal Intensive Care Unit (NICU), received second-quarter 2014 DAISY Awards during separate ceremonies July 29 and July 31.

The DAISY (Diseases Attacking the Immune System) Foundation, based in Glen Ellen, Calif., established the award in 2000 to recognize extraordinary care extended by a provider to a patient or family.

Yoon, nominated by colleagues Shannon Pirrie, RN, and Teresa Sim, RN, earned the award for the extra effort she put in on behalf of “an emotionally and medically difficult patient.” In spite of the patient’s rude and sometimes racist remarks, the nominators wrote, Yoon responded to his concerns that his pets were alone without anyone to care for them and that he had arrived at the hospital without his prosthesis.

A neighbor had the key to his house, the patient told Yoon, but he had no contact information. Yoon got the address from him, drove to the house after her night shift, and contacted the neighbor, who checked on and fed the animals and retrieved the patient’s prosthesis at Yoon’s request. She returned to work that night, gave the patient his prosthesis, and informed him that his animals were okay.

“Jung definitely went above and beyond her nursing role!” the nominators wrote. “She is an extremely compassionate nurse to all of her patients; others might have just dismissed the patient’s concerns and purely focused on his direct care.”

Heit, nominated by NICU charge nurse Jody Womack, RN, was one of the first nurses to care for an infant born in early April at 25 weeks gestation. Because of his severe illness, which required an oscilloscope, pressors, and a chest tube, his mother was apprehensive about visiting him.

“Laure calmly alleviated some of her fears and formed an instant bond with this mother so that she could form a bond with her infant,” Womack wrote.
Heit continued to provide the mother with emotional support after the infant was diagnosed with a brain bleed that worsened his prognosis. Three days after his birth, Heit was caring for the infant when his mother decided to withdraw support. She requested to do it on the following day, Easter Sunday.

“Laure was not scheduled to work on this day but volunteered to be here and facilitate the withdrawal of support,” Womack wrote. “The mother was so grateful to have someone she had bonded with to care for him. Laure went above and beyond the call of duty providing compassionate care to this baby and his mother.”

For the July 29 ceremony, Chief Nursing Officer Carolyn Sanders and Chief Operating Officer Tom Gronow were on hand to present the award to Yoon. Gronow, Associate Chief Nursing Officer Cathy Ehrenfeucht, and UCH President and CEO John Harney were in the NICU July 31 for the ceremony honoring Heit.