

WHAT'S UP?

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Flagstaff
Medical Center

Northern Arizona Healthcare

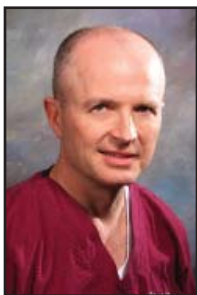
Special Edition: Medical Staff Kudos

As you know, at quarterly general medical staff meetings, I routinely report on commendations for members of the medical staff that come to me. At the most recent general medical staff meeting, I deferred my usual report as we had several pressing issues. Therefore, I want to give that report in this month's *What's Up*. I should add that I receive several reports each month, many relating the high quality of clinical care and patient service provided by physicians here. I also receive reports of the good teamwork between members of the medical and the nursing staff, something that our patients have identified as particularly important to them.

Ed Hiltner, Emergency

We received a story from one of the ED nurses about a recent trauma patient who had been moved from ED to Step Down and realized her expensive wedding ring was missing, but no one could find it. The ring had been taken off in the ED to reduce injury from swelling.

When Ed went home from his shift he was going through his back pack and found a wedding ring, covered with blood. He took the ring to a jeweler to have it cleaned and personally took it to the patient in Step Down.



Ed also has ANOTHER story he's being recognized for — we recently received letter from a woman commending Ed's care for

her husband who had been in the ED with stroke-like symptoms. She said he was thorough, spent a great deal of time with them and answered all their questions.

Ed even called their home in Missouri multiple times to ensure they had arrived home safely, and be sure the patient had called his PCP for follow-up care.

John Durham, Orthopedics

Bull worked tirelessly after the earthquake to help the people of Haiti. He took a medical group down to Haiti to provide medical care. He also coordinated the "Flagstaff for Haiti" fundraiser at the Orpheum to raise money for people of Haiti and future trips.



David Kumasaka, Anesthesiology



David cared for an employee's mother and spent most of his 12-hour shift trying to get her pain under control. This employee said he works well with family, patients and staff. She said David remembered her several weeks later when she brought her father in to the OR.

continued

Group recognition for Andy Aldridge, Surgery; Emmalee Kennedy, Hospitalist; Cindy Martin, IM; Derek Feuquay, Hospitalist

We received a letter from the parents of a young man who had an extended hospital stay, complicated by the fact he is severely disabled and needs to use augmentative communication. This group of physicians was lauded for being so patient and helping this family through a very frightening time. The family felt they were really given extra time and attention and were so grateful.



Jerry Mohr, Surgery

Jerry has been instrumental in bringing the Advanced Trauma Life Support (ATLS) program to FMC since early '90s. He is an active instructor in the program. Jerry holds the position of ATLS state faculty and is course medical director for FMC. ATLS is a critical part of the trauma certification requirements at FMC.



Josh Clark, Bariatrics

There was a recent major change to an insurance policy for coverage for bariatric surgery which affected several of our patients.

Josh set aside time in his days to personally call these patients and discuss their care plans, and to support and reassure them.



Mike Reidy, Critical Care

Mike was recognized by Susan Eubanks, Med/Surg director, for his recent work with a patient from The Netherlands. The patient was not in ICU the entire time, but even after she was transferred out Mike went to see her several times a day to assess her and discuss her care with the patient and her husband. Mike was helpful in explaining the patient's condition to nursing staff on Humphreys. Susan says he is dedicated and willing to support patients and staff.



Steve Peterson, Cardiothoracic Surgery

We received a letter from a patient who needed life-saving open heart surgery, whose friends had tried to convince her to go to Phoenix. She wrote: "Anyone facing this surgery will not find a better surgeon or better care in Phoenix ... I felt comfortable with my decision to have you perform the surgery in Flagstaff, and I never regretted it." The patient has been in cardiac rehab and is feeling strong.

