

WHAT'S UP?

FMC PHYSICIAN NEWSLETTER
OCTOBER 2010



**Flagstaff
Medical Center**

Northern Arizona Healthcare

Special Edition: Medical Staff Kudos

I have had reports of so many great things physicians are doing, I felt we needed a special newsletter. You may remember in August we did a similar Special Edition *What's Up*. Here are some more great stories to highlight. Join me in thanking these physicians for all they do!

Julie Williams, Emergency



The ED Clinical Manager, Ashley Peak, recently received a phone from a man who was calling to rave about the care he received from Julie. The man said Julie's acute assessment and attention to his symptoms

led to a quick diagnosis. He is doing well now, and wanted to be sure someone knew how caring and compassionate Julie was.

Jack Quigley, Plastics

During recent leadership rounds in Children's Health Center, a patient's family recognized Jack for how well he explained a procedure that was going to be done. The family said he was excellent. This helped relieve their anxiety about the procedure.



Heather Boyle, Psychiatry



Heather has given tireless, compassionate, professional care to an elderly Alzheimer's patient for more than a year in BHS. The patient remains on the unit because of challenges in transferring him to an appropriate facility in his country of citizenship.

Eric Cohen, Interventional Cardiology

Eric and his staff were applauded for their prompt, skillful, emergency angioplasty for a patient who suffered a heart attack while playing tennis.

The patient and his wife are very thankful to FMC for having "such an amazing cardiac team." The wife wrote a letter thanking Eric and others for being here at FMC, so that instead of being a widow, she and her husband could celebrate their 43rd wedding anniversary.



continued

Mark Mellinger, Orthopaedics

Mark was on ortho call one night when three trauma patients with bad open fractures came in, nearly all at once, and had to go to the OR urgently.

According to Ed Hiltner in the ED, Mark was a rockstar and spent all night taking care of the patients. This was easily a situation where we could have transferred patients out for care, but because of his work and devotion, all were able to be cared for here.



Andrew Aldridge, General Surgery

Andy recently spoke at the Bariatric Information Session on the night of one of his children's birthdays.

Andy took the extra time to answer questions throughout the session with good humor and without rushing. He was a true professional who went the extra mile during a difficult

situation. He really took the extra time to make these potential patients feel special. His colleagues are honored to work with him and asked that he be recognized.

Jeanine Thomas, Hospitalists

Jeanine was recognized recently a couple of times in Caught You Caring forms for her care and concern for patients. In one instance, a nurse recognized her for listening to a patient compassionately and working with the nurse to confirm the source of the patient's symptoms.

In another form, Jeanine was applauded by a patient for her explanation of the treatment course, and for "being there" for this patient. Her consistent compassion and resulting time spent with patients is a great example.



Angelo Trujillo, Gastroenterology

Angelo was recognized by another physician for his outstanding professionalism.

The physician wrote that he never shows disdain when he receives a consult even if there isn't a procedure involved. He is happy to discuss patients, even on a daily basis, if necessary. Patients are happy to see him and often feel much better after speaking with him, even if he needs to share a poor prognosis.

She said Angelo is happy to share his expertise and the rationale behind medical decisions. "I'm always happy when my patients are under the care of Dr. Trujillo because I know they and I will be fully informed regarding their diagnosis, prognosis and proposed treatment plan." He takes the time to review all aspects of the patient himself, make judicious recommendations and discuss his rationale with other medical professionals and patients himself.



Nazir Delawar, Hospitalists

Nazir was recognized in a recent follow-up phone call from a patient in the Discharge Lounge who said that Nazir was knowledgeable and especially caring. The patient had such a wonderful experience that he said he "can't praise this hospital enough" for having such high-quality physicians.

