

Nursing update



Teamwork, smiles and fun during St. Joseph stay

A patient recently posted compliments about care he received at Via Christi Hospital St. Joseph, starting with his arrival in the Emergency Department.

“I was gasping for breath and my pulse was 185,” he wrote, when he first met Emily Matthews, RN, who he described as “super professional and caring, yet very fun” and “legit one of the nicest people there.” She made his experience so much easier to handle, right down to the “fist bump” the two shared.

Once the decision had been made to admit, “Vicki,” from Transport, came to his room and made his night even better. She was all smiles and made sure to get things done right. I felt I was in good hands with her after leaving the ED. She was such a nice person and I could tell she genuinely cares about people in general.

Once admitted to the medical-surgical unit now located on 5E, he writes that he was “greeted by even more amazing people”: Petra Jacobson, a night-shift nurse who was “really professional and explained everything to me and what to expect” and “Julie,” his dayside nurse, who floated from another unit, made him smile and laugh, something he said he hadn’t been able to do for days. He says he particularly enjoyed being around her because she was “nice and comforting” and you could tell she really enjoys her job.

His CNA was “laid back and chill” and made sure his water was topped off and freshen his room. “It was not all about my symptoms when she came in the room, she also talked to me as a human and we had good conversations, which helped me forget why I was there in the first place.”

Isn’t that patient experience what we would all want for ourselves, family and friends?

National Nursing Assistant Week!

While every day is a great day to celebrate the contributions of your teammates, please pass along this special thank you to the more than 363 certified nurse assistants serving at Via Christi during National Nursing Assistant Week, June 14 – 21.

“As nurses, we benefit greatly from the contributions of our CNAs who serve with us at the bedside – as do our patients and families,” says Carla Yost, system chief nursing officer for Via Christi.

“On behalf of the entire Nursing team, thanks for all you do to ensure that every patient receives safe, high-quality care every day, every time.”