

From: Martin, Rick
Sent: Tuesday, April 02, 2013 10:55 AM
[names withheld]
Subject: Thank-you from a former employee

Please see the letter below from one of our colleagues who is now at another organization sharing her insights and reflection on her experiences at Hoag. It is an amazing testament to your high standards of care, expertise, and “nurturing” of others!!

Congratulations!!
Rick

Dear Rick,

I am sure you don't remember me, my name is [name withheld] and I was a Registered Nurse at Hoag from 2002 until February of 2012. I moved, along with my family to Reno, NV about a year ago, and wanted to share some thoughts and gratitude with you and my fellow RN's.

I am sure you are well aware, but I'm going to remind you anyway how AMAZING your nurses are at Hoag. I'm speaking of EVERYONE! Until I left Hoag, I mistakenly assumed that the level of care and quality of nurses would be the same everywhere...boy was I ever wrong! What Hoag has are the most dedicated, skilled, professional, and caring nurses I've ever had the pleasure of working with. I am so incredibly proud to say I was ever one of them. I want to thank so many of the RN's at Hoag who impacted me, supported me, taught me, heard me, and helped me.

Here's the beauty of Hoag...YOU NURTURE NURSES! Now that I have had the opportunity to work elsewhere, I realize how truly blessed I was to be nurtured at Hoag. I was encouraged to use my critical thinking skills, I felt safe in a "culture of safety" to speak up about patient safety concerns, I knew if I made a mistake, that I would be encouraged to view it as a learning experience, I knew that my questions or suggestions to a physician would be answered and heard, I felt supported as I grew from "Novice to Expert", I knew I was respected as an important member of the team of healthcare providers for the patient. Hoag set me up for success, and for that I will be forever grateful.

Much like a child, "it takes a village" to raise a nurse too! Every single specialty helped me to become the nurse I am today. The very first week I was a new-grad RN on my own, my PCA Alicia alerted me to a chest tube problem on a patient that I was too inexperienced to have noticed myself. I've learned over time, that when you are a new nurse, you don't know what you don't know! I may have fixed the problem, but Alicia saved that patient's life. The way we manage diabetics is amazing! Things are rather behind here, and it makes me miss Claudia greatly. Claudia is the diabetes educator who helped me learn a great deal about diabetes management, and in turn, I get to share my knowledge with new onset diabetics, as most hospitals here don't have inpatient diabetes educators. Dieticians helped me learn more about the dietary needs of my patients, echo techs let me watch and showed me how to look at the heart, helping me to better explain things like "ejection fraction" to my patients...the list is endless.

Leadership also helped to nurture me. I had the opportunity to work under several managers during my ten years at Hoag, and the common theme is that they all helped me to see my area of talent, and nurtured it, helping me to discover how I could grow as a nurse and as a person. Ginger Pierson could tell I loved to teach, and helped me utilize my background as a Respiratory Therapist to create a hospital-wide in service about oxygen delivery, and when to call a Rapid Response. I was encouraged to climb the clinical ladder, and so many people helped me, not just my fellow RN's, but managers from Telemetry, Stroke Unit, and Sub-ICU also helped me. All I ever had to do was ask, and the line of people willing to help was long...I know this was not unique to me, but rather the norm at Hoag...how we all are willing to help each other, and I really miss that.

Recently, I was at work, and offered to do all of the pre-dinner accu-checks, and had spiked all of the 1800 TPN bags, and my fellow RN's looked at me like I was from another planet! This is the kind of thing we did at Hoag all the time. Teamwork, helping each other, streamlining care, improving efficiency, and thinking about your fellow RN's was the environment I was used to, it is not something taught or encouraged here, and it has been a huge cultural adjustment for me. Which leads me to briefly touch on the doctors.

Hoag doctors are some of the most willing, approachable, and helpful in the field. I ALWAYS felt heard, like my questions were valid (and not stupid), and that I was respected. There was also amiability and camaraderie, I had some great experiences with Hoag's Doctors, and many of the hospitalists. I always felt that the doctors cared not only for the patients, but for the staff too. They are an amazing group of doctors whom I greatly miss.

As I close this love letter to Hoag, I hope the feeling was conveyed of my true gratitude to ALL those who helped me grow, learn, and become the nurse (and person) I am today. Please continue to recognize your wonderful employees and nursing leadership with all those great things you do all year. Know that I think of you all often and when a situation arises, I often think, "How would this be handled at Hoag?" and the answer has never steered me wrong. I really hope you decide to share this letter with those who will appreciate it. Being a nurse can be rewarding, but is often thankless, and sometimes we feel unappreciated...share this, let them know how amazing, important, and valued they are, not just by their patients and families, but by their peers as well.

Gratefully yours,

[name withheld], RN PCCN