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| **New Rounding Tool – Orchid – Producing Outstanding Feedback from Our Community**  The following is collection of positive feedback received so far this month from our patients at Redwood Memorial and  St. Joseph hospitals. These comments were in response to the *in-patient* **Orchid** survey question “Is thereanyone you  would like to recognize for exceptional service?” Thank you for your compassionate care—our community appreciates you!  **SJE Emergency Department COMMENTS**  “All staff are great.”  “The ED nurse was straightforward, sweet, and compassionate. I really appreciated it.”  **SJE Progressive Care Unit COMMENTS**  “Corrine Mongelli in PCU is a great nurse. She held my hand through an uncomfortable procedure.”  “The nurses overall are very compassionate.”  “Amber Morgan is very engaged with patient care.”  “Emily Creighton is very personable.”  “Kim Lien was efficient.”  “Jessica Berti has been great. She is so smart and knowledgeable. I feel confident in her care.”  “Matt Hamilton and Corrine Mongelli provided exceptional and compassionate care.”  “Eko Thibodeau was very informative.”  “Amanda Wilson is exceptional at doing everything at making me comfortable.”  Family says, “The staff has been exceptional—offering comfort items and showing true compassion.”  **Rehabilitation COMMENTS**  “Devon Brand was so patient and made me feel very comfortable.” |  | | | | |  |  |  |  |  |
| **Physician COMMENTS**  “Dr. Armandi was exceptional.” |  |  |  |  |
| “Dr. Kilgore and Lance Rivas, Physician Assistant, are great.”  “The doctors are very helpful.”  “Dr. Han was great.”  “Dr. Kent took time to sit down with me.”  “Dr. Kennedy was fantastic.”  **RMH Med-Surg COMMENTS**  “Elizabeth is the best nurse I have ever had.”  “I wasn’t just a number—they took a personal interest in me.”  “Always helped me whenever I asked them to.”  **SJE Nutrition Services COMMENTS**  “The food was outstanding. I had chicken and a delicious salad—looking forward to eating more.”  **SJE Med-Surg COMMENTS**  “Pam Anderson has been wonderful and very on top of it.”  “Diana Whittaker was awesome.”  “Everyone has been wonderful.”  “Lift team is great.”  “Nurses are very helpful.”  “Diana Crawford, RN, who cared for me last night was excellent, extra special, and helpful.”  “Care is first class.”  “Rosemary Beaton, Lisa Cutting, and Leigh Pinkard were really helpful and humorous”.  “Josh Collette, Nursing Assistant, is very good.”  “Amelia Rudnicki was very caring and always had a smile on her face.”  “All staff are doing great.”  “Matt Taylor is real compassionate, kind, loving, caring, and helpful. Thank you for your caring service.” |  | | | | |  |  |  |  |  |
| **RMH Emergency Department COMMENTS** | | | |  |

“I was extremely appreciative of the care from Karen Gibbs, RN and Adena Ross, RN—exceptional care.”

“I was relieved Charge Nurse Terry Stafford was able to provide clear information.”