First Hospital-wide Compassion iN Action Award Winners Announced

The first quarterly hospital-wide Compassion iN Action Award winners at Mission Hospital, Asheville, NC, were announced in a ceremony on June 14, 2013. This award was started by the Shared Decision Making Team of the Staffing Pool to honor exceptional Certified Nursing Assistants (CNA) in that department. The Shared Decision Making Team graciously allowed the nursing Retention and Recognition Council to expand this award to honor CNAs across the hospital.

Karen Olsen, MBA, BSN, RN, NE-BC, Vice President and Chief Nursing Officer, presented awards and gifts to award winners:

- Tracy Jamison, CNA I, Invasive Cardiology
- Linda Hensley, CNA II, Cardiology Intensive Care Unit
- Holly Burnette, CNA I, Mission Children’s Specialists

(Pictured left to right below)

All photos by Cherry Odom, BSN, RN-BC

To read their nominations and see more photos, go to the next page.
Tracy Jamison, CNA I  
Invasive Cardiology

Tracy models MERIT with every patient she comes in contact with. She always makes each patient and their families feel as they are the only people in the hospital. She always puts them at ease and has them laughing. Tracy is very hard working, efficient, dependable and willing to help anyone. She takes the initiative to see that consents are obtained and charts are prepared. She assesses and reports to the nurses and doctors appropriately. Tracy is very knowledgeable and professional at all times. She always has a pleasant and positive attitude. She helps make my job much easier, especially when things are so very busy. What a pleasure and a privilege to work with. Her sense of responsibility is unmatched by any CNA I have ever worked around in this unit.

Linda Hensley, CNA II  
Cardiology Intensive Care Unit

Linda Hensley has long deserved formal recognition and indeed is recognized on a “daily” basis by patients and co-workers. No matter the circumstance (be it personal or intense patients and high acuity levels), Linda always has a “can do” attitude that is fueled by sincere, compassionate demeanor and desire to serve her patients and the nurses to the best of her ability. Linda has completed all available, professional development classes for nursing assistants and was also CICU’s first Geriatric Trained Provider (GTP). Linda’s excellent MERIT behaviors are evidenced also in her skilled communication with families and other professional staff. They learn very quickly the “go to” person on the unit is Linda. Indeed, she is very resourceful as a Health Unit Coordinator/Unit Assistant (HUC/UA) and CNA II!!

For the last four to five years, Linda also assisted on the unit with Point of Care training for all CICU staff. Our ICU patients are more mobile, free from infection and falls, in large part, due to Linda’s constant vigilance and communication with the healthcare team! Thank you, Linda for who you are and all you do!!
Holly is an amazing addition to our work team. Her organizational skills and work ethics keep our unit running smoothly. She is so concerned about our patients having an efficient and thorough visit that she has taken on many extra responsibilities.

Because we are now located a further distance from the registration desk, she did not want our patient’s families to have the inconvenience of waiting again in line to register for radiology. On her own initiative, she learned how to do the registration and now our patients are quickly in and out of that unit.

She knew that it was difficult for Dr. Bacot to maintain the detailed up-keep of the national CE registry. Again, on her own, she studied and passed the CITI Program and took on the task of entering all of that multi-level data. It is better than it ever has been and has taken a big load from the doctor’s busy schedule.

Because we have a large number of Hispanic patients, she took on the task of learning to schedule interpreters – a job that many units have to transfer back to the schedulers because no one there can do it. She has solved another of our problems by learning to do scanning and working to have our own scanner. Now on her downtime, not only does she scan documents into our charts, but she volunteered to do the same for two other units. She has taken on the scheduling of all the exercise and metabolic testing, plus all of the sleep studies in our area.

She is generous to a fault. At Christmas, she helps us with gifts for needy children. Recently, as we were getting together a sunshine basket for an ill fellow worker, she donated a $50 restaurant gift card that she had just won in a Nurses Week drawing.

On top of all this, she loves her job, is wonderful and caring with our pediatric patients and has built up such a good rapport with families and patients that they look forward to seeing her and miss her if she is not there. I feel blessed to have her for a co-worker.