



Victoria Byrd

## Victoria Byrd, RDCS, Customer Service Award Winner

When an important piece of equipment failed just as an anxious patient was scheduled for a TEE (transesophageal echocardiogram),

some folks might have shrugged and sent the patient home. Not Victoria Byrd, a cardiac sonographer with cardiac pulmonary services. Knowing that the patient was frustrated, and the anesthesiologist, cardiologist and recovery room staff were all standing by, she sprang into action.

Byrd hit the phones, located a similar piece of equipment at The Miriam Hospital, arranged for immediate delivery, kept everyone informed, and the procedure was able to go forward within a few hours. She had the equipment clean, sterilized and back at The Miriam by 6 p.m. that evening.

The situation beautifully demonstrates her role model performance in the area of customer service, reads her nomination. It continues: "Tori's expedient actions and thoughtful communications with all parties clearly demonstrate she would be a highly deserving recipient of this award!"

Byrd started at Newport Hospital in 1987 as an EKG technician. Through continued training and education she became a cardiac sonographer, working with colleagues who uniformly cite her skill, helpfulness and professionalism.

"I have worked with Tori for over two decades and she consistently represents the epitome in providing role model-level customer service to her patients and all staff members with whom she comes into contact," writes one. "That includes professionals outside of Newport Hospital who respect and trust her judgment."

## New Year Newborn

Newport Hospital's first baby of 2012 is the new daughter of one of our nurses, Arielle Replogle. Ava Noelle Replogle weighed 7 pounds, ¼ ounce at birth and was 20 inches long.

Although she was the first Newport baby of the year, she waited until January 2 at 3:01 p.m. to make her appearance. Ava is also the Replogles' first child.

*Congratulations to new parents Arielle and Ryan Replogle.*



Ava Noelle with parents Ryan and Arielle Replogle.



## A Ticket, a Basket, a Success

Capitalizing on the interest employees showed in last year's "A Ticket, A Basket" holiday event, the Reward and Recognition Committee again asked departments and other groups to be inventive in creating themed baskets to be raffled at the hospital's holiday luncheon.

The employees of Newport Hospital did not disappoint.

They created and donated a total of 23 baskets, with themes ranging from "Tax Relief" to "Kitchen Essentials." The baskets were displayed outside the cafeteria during the luncheon; employees purchased raffle tickets, then decided which baskets to try to win.

This year, the event raised nearly \$3,000 – exceeding last year's donation to the Employee Fund by about 10 percent.

Mark Hite of HIS, who has helped coordinate the event since its inception last year, notes that it is an indicator of the generosity of Newport Hospital employees. "With the current economy," he says, "it's more than inspirational to see employees willing to help their co-workers."



A few of the 23 baskets that raised money for the hospital Employee Fund.

## Newport Hospital's "Extraordinary Nurse"

Victoria Sullivan, BSN, RN, of the intensive care unit, was selected as the recipient of The DAISY Award for Extraordinary Nurses for the quarter ending in December 2011. The DAISY Award honors the compassion and care that bedside nurses bring to their patients every day. A national program, the award was created by the family of a patient who wanted to honor nurses "for making a profound difference in the lives of their patients and patients' families."

Co-workers who nominated Sullivan mentioned her "phenomenal work ethic" and said she is "an expert critical care nurse."

"Vicki takes her work very seriously," says one nominator, "but she doesn't take herself too seriously." Co-workers point out that Sullivan's sense of humor and positive attitude create a little fun even on difficult days.



From left: ICU assistant clinical manager Stacey Novak, DAISY Award recipient Vicki Sullivan, and vice president for nursing and patient care services Paula Gillette.

Newport Hospital is the first and only hospital in Rhode Island to participate in The DAISY Award program, joining the ranks of more than 1,000 organizations committed to honoring their nurses throughout the year with The DAISY Award. The program was implemented by Newport Hospital's Staff Nurse Council.

*Congratulations to Vicki Sullivan, our most recent DAISY nurse.*