

## May Customer Service Award Winner: Kathy Champlin, RN



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By its very nature, the emergency department is not a placid place. Yet Kathy Champlin, this month's customer service award winner, projects an aura of calm and competence. As a 16-year veteran of the ED, she has grown into one of the department's most reliable members, respected by all generations of ED staff and acting

as a role model to younger nurses learning to negotiate the sometimes hectic pace.

"Kathy is wonderful," says Karen Smith, RN, director of the emergency department. "She is loved by her patients and families, as she delivers compassionate care in the midst of whatever their crisis may be. She goes about her work with calmness and professionalism, never seeming too frazzled by a busy shift or complex patient."

Her colleagues confirm Champlin's focus on patients and families. "Kathy treats everyone with respect and kindness and keeps family members updated on the patient's progress," says one co-worker. "When she is in charge, she keeps the ER running efficiently so that all our customers are seen as soon as possible."

The respect of her colleagues is coupled with affection. "The younger nurses call her 'Mamma Kath,'" says Smith. And that compassionate, maternal air carries over to patient care. "Kathy is the ED nurse that you would want to take care of you if you came in as a patient," Smith adds. "She's a wonderful, caring person."



## Rhode Island's First DAISY Nurse Named

The DAISY Award for Extraordinary Nurses honors the compassion and care that bedside nurses provide 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."

Newport Hospital is the first in Rhode Island to participate in the program. The hospital made its first award during National Nurses Week in May, and Patricia Bestoso, RN, of Turner 2, is the hospital's first DAISY award recipient. The award states that it is given "in deep appreciation of all you do, who you are, and the incredibly meaningful difference you make in the lives of so many people."

Nominations for the DAISY award can come from nurses, other hospital employees, physicians, patients and families. One nomination for Bestoso tells of a particular patient with a metastatic cancer who was hospitalized frequently toward the end of his life. "She was an advocate for his pain issues...made sure all his favorite foods were available...and above all was a caring nurse, above and beyond the call of duty," the nomination reads. "I see



Patty Bestoso as the epitome of the type of person the DAISY Award was meant for.”

For more information about the DAISY Award, please visit [daisy-foundation.org](http://daisy-foundation.org) or email Deborah Nordstrom at [dnordstrom@lifespan.org](mailto:dnordstrom@lifespan.org).

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## Latest Hospital Job Shadow: RN for a Day



L-R: Elizabeth Ganzhorn, RN and Tosca Carpenter.

Nurses must be endlessly patient, physically strong, emotionally tireless, natural team players, adept at technology and have a warm and personal touch.

That's the message Tosca Carpenter, director of education and organizational development, took away after a day spent shadowing an RN on the Turner 2 medical/surgical unit. It's a tall order—and one that a surprising number of nurses manage to fill.

In the most recent employee engagement survey, employees indicated that communication between senior management and hospital staff is important to them. In response, hospital administrators like Carpenter have been “shadowing” employees to learn about their responsibilities and issues.

As Carpenter trailed behind Elizabeth Ganzhorn, RN, watching her bustle through her busy day, she was struck by how many roles Ganzhorn was asked to play. “I watched her take report from the nurse she was relieving,” says Carpenter. “One was at the end of a 12-hour shift, and one was just starting, and they were so collegial and energetic, exchanging updates on patients they both were caring for. They were both so willing to do whatever their teammate needed to make the job easier.”

Ganzhorn then moved on to the technology piece of her job, logging into the computerized medical record and medication systems. “I could see how adept she needed to be and how much time she had to put in to use the technology effectively,” Carpenter says. At the same time, Ganzhorn was dispensing the personal care and attention that patients need at the bedside. “I was also watching the powerful impact of the nurse at the bedside, and I was struck by the juxtaposition of those two things:

how advanced the technology was and still how important her warmth and human touch was to the patients.”

Carpenter also noticed the importance of the team as a whole—how critical a role CNAs and transport play. “They all really support each other and just have each other's back,” she says. “It's entirely a team effort.”

Finally, she says, she was impressed with how physically demanding the job really is. “I only shadowed her for eight hours of a 12-hour shift, and I found it absolutely exhausting,” Carpenter says ruefully. “Nursing is a tremendously demanding job.”

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## Newport Hospital Nurse is Rhode Island Nurse Leader of the Year



L-R: Vice president and chief nursing officer Cathy Duquette with Gail Delaney-Kimball MS, RN, CNOR.

Gail Delaney-Kimball, MS, RN, CNOR, has been named Nurse Leader of the Year by the Rhode Island State Nurses Association. She was honored at a gala on March 26.

Assistant clinical manager in the Newport Hospital surgical services department since 2005, Delaney-Kimball was selected by an independent panel of nurse leaders from outside of Rhode Island. She was one of many nominations reviewed by the panel, which also reviewed nominations in the categories of academic, clinical practice, community, advanced practice, and nontraditional settings.

Delaney-Kimball is a member of the American Nurses Association, the Rhode Island State Nurses Association, the Association of Operating Room Nurses, and Sigma Theta Tau's Delta Upsilon chapter. She lives in Wakefield with her husband and two daughters.

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## Hats off!

Congratulations to Joyce Dawson, CNA, of surgical services. Dawson was recently honored by the Women's League of Newport for her outstanding community service.