

Associates honored for service



Above from left to right, Le Bonheur Associates **Amanda Helton-Clark, Alison Wright, Amy Mason, Amanda Conn, Andrea Orman and Ashlee Harden** celebrate their years of service. Below from left, friends and Associates **Debra Coffey, Gwen Carlock and Beverly Smith-Bond** enjoy refreshments at the reception. **Coffey** was honored as a 35-year Associate.



More than 300 Le Bonheur Associates were honored on Aug. 11 at the annual Service Awards Celebration. The celebration, which included a special ceremony and reception in the Research Center, recognized 115 five-year Associates, 76 10-year Associates, 52 15-year Associates and 26 20-year Associates. The following Associates were honored for 25 years of service or more:

25 years

Mary Baird
Glenda Beggerly
Jeanette Craft
Amy Crofford
Yvonne Davis
Guy Douglas
Robert Eiseman
Ann Grace
Shari Gross
Cheryl Hopson
Lynne Matthews
Tammy Peden
Dawn Redmond
Ruth Sanford
Earl Still
Madolyn Taylor
Donna Vickery

Evelyn Young
Melissa Young

30 years

Linzy Albert, Jr.
Tanya Bradsher
Janice Fletcher
Lewis Guy
Rosemary Lauderdale
Janice Montgomery
Bangalore
Muniraju
Virginia Wages
Jimmy Woo

35 years

Gloria Bonnett

Nancy Burke
Janie Chunn
Debra Coffey
Susan Helms
Flora Jenkins
Christine Jones
Margaret Ligon
Michael Solimine

40 years

Allison Lendermon
Sheon Lynch

50 years

John Pender, Jr.
MD

Power of One: Theo Shockley

Lt. gives special needs child courage for surgery

Emergency Department Technician and Memphis Fire Department Lieutenant **Theo Shockley** put on his “Superman” outfit when he wasn’t even on duty. There was a child with special needs who was going to have a big surgery and was very nervous. **Emily** from the Neuro floor called **Kristy Traver** in the ED, who nominated Shockley, and asked if someone could come and see the patient prior to the surgery to help keep his mind off of the upcoming procedure. She knew the patient loved anything EMS, fire department, or police. Kristy called Shockley, knowing he would know who to call to help. Theo had a day off from both Le Bonheur and MFD, and showed up in his turnout gear (protective jacket, boots and helmet firemen wear) for the child to see and try on. Shockley also had an official MFD t-shirt and patch for the child. “I know it made the patient’s day to see Theo,” wrote Kristy, “It also made my day to see a co-worker drop everything to be the difference in the life of a child.”



Theo Shockley

Power of One: Tricia Dreher

Neuro nurse makes every family feel comfortable



Tricia Dreher

7th Floor Nurse **Tricia Dreher** is well aware of what it takes to persevere and provide the service that makes Le Bonheur such a special place. A young girl came to the ED one Saturday and her or her family did not speak English. The Spanish interpreter came by when they first arrived, but the language they spoke was not Spanish. The daughter had to have emergency brain surgery after a MVA, and because no one knew how to communicate with them, a court order had to be obtained to perform the surgery. When she arrived on the Neuro floor the following Tuesday, the admission forms hadn’t been signed because the mother didn’t understand. Dreher took the initiative to try to communicate with the family. She was

able to find out that the family spoke Akateko, which is only spoken by a very small number of people in Guatemala. Dreher talked to social services and they were able to call the head of interpretive services for Methodist. She then contacted the someone on the language line and found someone who spoke this uncommon language.

An appointment was made to have him available when Dreher called him. She coordinated it so that the nurse practitioner was available to explain the daughter’s condition and what could be done to help her. “The mother was so thankful to finally know why she had to have surgery, what had been done and how she would progress,” wrote 7th Floor Nurse, **Rose Bowen**, who nominated Dreher for the Power of One Award. The patient was scheduled to be discharged the next day and Dreher got everything ready, including: going to the Outpatient Pharmacy and picking up the daughter’s prescriptions, printing a calendar (circling the date of her follow-up appointment) and a map with directions to the doctor’s office, and setting up another call with the Akateko-speaking language line employee. Without this, the family would not have been able to know why their child had stitches covering her head and extreme facial swelling. “They would have risked now knowing how or when to give her medications and care for her wound,” Bowen wrote, “The mother was so excited to hear someone speaking in her language and so grateful for the information they were able to provide.”

Johnston wins Family Choice Award



Pediatric Intensive Care Unit Nurse **Jay Johnston** was honored with the 2015 Family Choice Award at the Family Partners Council meeting on Aug. 18. Pictured above from left to right, Family Partners Council member **Dr. David Spence**, Le Bonheur CEO **Meri Armour**, **Jay Johnston**, FPC vice chair **Terza Hickman**, FPC member **Brittany Spence** and PICU Patient Care Coordinator **Ashlee Harden** pose for a photo after Jay receives her award.

Each year, Le Bonheur's Family Partners Council presents the Family Choice Award – our hospital's highest honor – to a health care worker who incorporates the principles of family-centered care into his or her daily work. Pediatric Intensive Care Unit Nurse **Jay Johnston** has been named the 2015 Family Choice Award recipient.

Jay's two nominators were PICU Patient Care Coordinator **Ashlee Harden** and Family Partners Council member **Brittany Spence**. The following is an excerpt from Brittany's nomination letter.

"Jay was our son's nurse almost every day she was working. We loved having her because we knew that not only would Forrest be well taken care of, but the rest of our family would too. She became a good friend during that time – someone I turned to in the best moments with Forrest and in the worst moments with Forrest. She was the one who pushed the neurosurgeon to let me hold him for the first time on day 32. She then proceeded to call the neurosurgeon and tell him what a difference he just made in the life of a mother.

After day 32, she made sure I held him as long as I wanted every day. The final weekend of his life, when we knew he was leaving us I called her first and she came to work on a Saturday, which was not her usual day of work to take care of Forrest. Jay brought a big bed into Forrest's room so David and I could take turns lying next to him in the bed. She made sure the nurse who was on Sunday knew that we wanted him to die in our arms, not in a crib alone.

Not only did Jay leave a lasting impression on David and I, but on the rest of our families. She still sends cards and notes to our extended family and calls and checks on us often. She made sure our voice and opinions were heard and loved us through the best and worst 55 days of our life. Her friendship, almost eight years later, is just as strong.

She is making a difference in the life of every family in the PICU. She has been Mama Jay as long as I have known her and that name came from the nurses she works with. They admire her, trust her and see the impact she is making."

Please congratulate Jay on this honor as you encounter her around campus. She will be recognized at the August Town Hall meetings.

calendar

Mon., Aug. 24

5:30-6:15 p.m.

Zumba Class
Research Center
Lower Lobby

Wed., Aug. 26

8-9 a.m.

Grand Rounds
Auditorium
5:30-6:30 p.m.

Zumba Class

Research Center
Lower Lobby

Mon., Aug. 31

5:30-6:15 p.m.

Zumba Class
Research Center
Lower Lobby

Wed., Sept. 2

8-9 a.m.

Grand Rounds
Auditorium
5:30-6:30 p.m.

5:30-6:15 p.m.

Zumba Class
Research Center
Lower Lobby

iSPY

Where am I? Associates, *express* is including a game of iSPY in each issue. Identify what is in the picture and where it is taken, and email meg.earney@lebonheur.org by Wednesday, Aug. 26. Those with the correct answer will be entered into a drawing for a prize.



our condolences

The Le Bonheur community is mourning the loss of Medical Technologist **Tanya Bradsher**, who died on Aug. 10. Tanya first joined the Le Bonheur family in 1985 and was set to receive her 30 year Service Award this year. Members of the hospital staff send condolences to Tanya's family, friends and loved ones. She will be missed in the Le Bonheur family.



Tanya Bradsher

Respiratory Care offers cutting-edge technology



Pictured from left to right, Respiratory Therapists **Tiffany Faulkner**, **Wendy Dagley**, **Jessica Dean** and NICU Nurse **Melena Orman** are thrilled about their team's success with jet ventilation.

Respiratory Care continues to collaborate with nursing and physicians to offer cutting-edge technology like the Jet Ventilator. Jet Ventilation came to Le Bonheur NICU to help critically ill infants who suffer from pulmonary interstitial emphysema. Infants studied ranged in birth weight from 750 to 3529 grams and were in the gestation age from 24 to 41 weeks. Kudos, Respiratory Care team, on implementing best practice and interdisciplinary teamwork.

August 24 - Sept. 4

menu

Mon., Aug. 24

Vegetarian Chili
Chicken Tortilla Soup
BBQ Baked Tofu
Grilled Tuna
Rosemary Chicken
Quarters
Mediterranean Chicken
Salad
Green Beans
Roasted Carrots
Macaroni and Cheese
Black-Eyed Peas

Tues., Aug. 25

Chili
French Onion Soup
Meatloaf and Gravy
Pork Loin with Mango
Chutney
Chicken Tetrizzini
Wing Bar
Fried Okra
Roasted Vegetables
Grilled Brussels
Sprouts
Lima Beans

Wed., Aug. 26

Potato Cheese Soup
Chili
Baked Ham
Salmon with Dill Sauce
Fried Chicken
Buffalo Chicken Wrap
Sautéed Vegetables
Broccoli and Rice
Casserole
Turnip Greens
Mashed Potatoes

Thurs., Aug. 27

Chili
Vegetable Garden
Soup

Turkey and Dressing
Eggplant Parmesan
Beef Chopped Steak
BBQ Potato Bar
Fried Mushrooms
Green Beans
Grilled Vegetables
Sweet Potatoes

Fri., Aug. 28

Corn Chowder
Chili
Blackened Catfish
BBQ Chicken
Cheese Ravioli
Quesadilla Bar
Peas
Baked Beans
Spicy Collard Greens
Carrot Soufflé

Mon., Aug. 31

Vegetarian Chili
Chicken Tortilla Soup
BBQ Baked Tofu
Grilled Tuna
Rosemary Chicken
Quarters
Mediterranean Chicken
Salad
Green Beans
Roasted Carrots
Macaroni and Cheese
Black-Eyed Peas

Tues., Sept. 1

Chili
French Onion Soup
Meatloaf and Gravy
Pork Loin with Mango
Chutney

Chicken Tetrizzini
Wing Bar
Fried Okra
Roasted Vegetables

Grilled Brussels
Sprouts
Lima Beans

Wed., Sept. 2

Potato Cheese Soup
Chili
Baked Ham
Salmon with Dill Sauce
Fried Chicken
Buffalo Chicken Wrap
Sautéed Vegetables
Broccoli and Rice
Casserole
Turnip Greens
Mashed Potatoes

Thurs., Sept. 3

Chili
Vegetable Garden
Soup
Turkey and Dressing
Eggplant Parmesan
Beef Chopped Steak
BBQ Potato Bar
Fried Mushrooms
Green Beans
Grilled Vegetables
Sweet Potatoes

Fri., Sept. 4

Corn Chowder
Chili
Blackened Catfish
BBQ Chicken
Cheese Ravioli
Quesadilla Bar
Peas
Baked Beans
Spicy Collard Greens
Carrot Soufflé