

A banner for the "Friend of Nursing Award" featuring a row of white daisies with yellow centers against a green background. The text "Friend of Nursing" is in a large, green, sans-serif font, and "Award" is in a smaller, green, sans-serif font below it. A small "TM" trademark symbol is visible to the right of "Nursing".

Friend of NursingTM Award

- Kristen is the epitome of a friend to Nursing. She understands our role and always does what she can to support us in meeting the needs of the patients. She remembers patients and does her own research before presenting situations to Nursing to handle. She is a team player and isn't afraid to ask questions. If she doesn't know how to do something (which is rare) instead of giving us a blank look she says, "I'm not sure, but I will look into it," and she does! Patients love her. She is engaging to them and remembers little things about them, and that makes for great patient satisfaction.
- Kristen is wonderful! She is very helpful, and our patients really appreciate her too. She also works very hard on our questions.
- Kristen Broughton is an exceptional friend to Nursing every day. She always goes above and beyond her role as receptionist, and helps nursing with scheduling, any paperwork needed, etc. She is very kind and friendly to our patients and a friend to all Family Medicine staff. She helps patients get back to their room when they return from Radiology or Pathology lab. She works very hard on keeping our queue low and makes calls to patients in a timely manner. I cannot think of a better candidate for a Friend to Nursing Award to go to other than Kristen.
- She is an amazing member of our team. She is so compassionate with patients, takes time to explain things to them, goes above and beyond to make them feel welcome and at ease. She follows through with every task asked of her from Nursing staff. You can always be sure tasks are done properly when Kristen does them. She is an amazing friend of Nursing! She always has a smile on her face and is full of positive energy.
- Kristen is a great asset to the Family Medicine team. She is always very helpful and knowledgeable. She goes above and beyond to help patients and staff. It's a pleasure to work with her.
- Kristen has a positive, open "can do" attitude every day. She is very dependable, warm and welcoming to patients and staff. If I ask her to do something, I know it will get done.
- Kristen is such an asset to the Family Medicine team. Her smiling face and helpful attitude do not go unnoticed by patients who look forward to seeing her when they come in.
- Kristen is a true friend of Nursing, and of patients, providers, co-workers and friends! Kristen's outgoing, pleasant and polite personality makes her a friend to all. She easily makes friends with everyone she meets. She is friendly, outgoing and very personable, so she talks to all and you feel like you really know her. She is very authentic and caring which is why everyone enjoys her. She puts you at ease. She always says hello and good-bye to our patients. She can be heard chit-chatting with patients as they wait for their appointments.
- She is a great team member. She definitely demonstrates the "Yes" culture and the needs of the patient come first. She gets patients scheduled and fit in, and helps them as walk-ins as well.
- She is an excellent communicator. She gives excellent verbal report to both Nursing and providers when she has to report on a patient walk-in or being back from Pathology lab/Radiology or an add on. She takes excellent communication notes when sending messages through the message center. Her information is accurate and concise.
- She is an expert in her role. She knows how to do her job very well. She is a resource to others. I trust her with every question or task I ask of her. I am confident that Kristin will complete her work efficiently and accurately. She ties up loose ends, makes sure all work is completed and pays attention to details.
- Kristen is definitely a member of the Family Medicine Family. We are better when she is working with us!

From left to right, Friend of Nursing recipient Kristen Broughton, Patient Appointment Services specialist, and Jason Fratzke, M.S.N., R.N., Southwest Wisconsin Region chief nursing officer

