



August 2017

Recipient: Scott Willers, RN, EUCC

Nomination submitted by a patient's family member

On June 26, 2017 I brought my mom to the ER. She was having a stroke. Not with standing your entire staff was professional. But something has to be said about Scott. Mom was confused and frightened the actions of one nurse, Scott, “a golden buzzer moment”; he cued in on mom’s needs and calmed her by speaking softly right into her hearing aid. His actions go beyond something learned or taught but rather from who he is. He is an example to all of us “Not just in his profession on using our gifts.” I watched my mom come out of her stroke symptoms obviously miracles come from God, but Scott facilitated it. I need to acknowledge him and let him know that he makes a difference. If the definition of love is “Doing something for a person’s highest good”, then love was seen in action again something has to be said.

Comment from Luann Kratt, Director; David could not say enough about how Scott met the needs of his mother beyond the emergent physical needs. He described how Scott held her hand, bent over her and spoke into her ear calming her and reassuring her that he would take good care of her. Dave believes it was Scott’s caring bedside manner that helped facilitate the miracle of his mother’s recovery. I told Dave this is how Scott always cares for his patients and is a role model for all staff.



Luanne Kratt, RN, Director, **DAISY Recipient, Scott Willers, RN**

Kim Dockham, RN, Administrator and Joy Erb-Moser, RN Clinical Educator

*Presented in Rochester, Scott transferred to Radiology in the Mary Brigh Building