



January 2017

Recipient: Katie Mashak, BSN, RN
Nomination submitted by a patient

I can't say enough about Katie Mashak, RN in Orthopedics, La Crosse. It is sometimes difficult to have health issues when you are an employee, especially as an RN yourself. I had a previous provider who just wasn't "getting" my degree of discomfort and Dr. Nolte and Katie immediately took me seriously. Meds and shots weren't working and they understood that a surgical intervention might be needed.

My first knee looked quite bad when it was operated on, so I am most thankful for their compassion. I expect that my second knee being done in two weeks won't look much better. Katie didn't have any misconceptions about what I knew and never assumed that I would know everything about a total knee replacement. Thank goodness. She explained everything as thoroughly as she would for any patient.

My experience in Orthopedics is limited as it is a specialty. I believe that she prepared me for the difficult task of recovery; hence I was ready for what was ahead. I needed the extra time it took to educate me well and answer my numerous questions. She never acted as if I was a bother and thoroughly helped me through issues.

I had some severe pain over a weekend and notified her on Monday. She came out from her office immediately. Over the weekend EUCC had to change my pain med due to an allergy to the one I was on in the hospital. It was not adequate to control my pain as I was only a few days post-op. She was very quick to assess my need and get me the help I needed ASAP. Katie exemplifies the core values of Mayo. Her respect, compassion, professionalism and expertise helped me greatly in my time of need. She is very deserving of the DAISY Award and it is my hope that my nomination will see her rewarded for a job well done.

Joanne Damaschke, Director

Katie Mashak, RN, DAISY Recipient

Kaycee Broten, Supervisor

Kathy Moritz, Nursing Administrator

