



June 2018

**Recipient: Ashley Nelson, RN, 9 Center**

**Nomination submitted by Patient's Family**

Our 2 year old daughter was admitted to the 9<sup>th</sup> floor from the EUCC for what looked like pneumonia. After 3 days of IV antibiotics on the unit, she was seeing little to no improvement. I approached Ashley and voiced my concerns that I felt that our daughter's plan of care should have been changed since she wasn't improving. Ashley took my concerns seriously and immediately consulted both the nursing staff and the doctors who were caring for her. It was also on day 3 that we got transferred to Rochester. I had no idea what to expect, but Ashley consoled me as I cried to her, reassuring me that we would receive the best possible care there.

We were told an ambulance would be to the hospital within about an hour to transport us to Rochester. My husband was going to run home to grab some things from the house for us to take with, while I stayed with our daughter at the hospital. Ashley insisted that I go with him. Our daughter was very sick, and very scared, but Ashley stayed with her and made her feel safe and comfortable while we were gone. I will never forget walking down the hallway and hearing our daughter screaming and crying from the room because we were leaving her. I almost turned around, but was comforted by the fact that Ashley was with her. We returned about 45 minutes later to find Ashley still standing in our room (next to the bed because of Our daughter's IV's) swaying from side to side holding a sleeping toddler in her arms because she didn't want to risk waking her up. Our daughter had fallen asleep just a few minutes after we left, and Ashley stayed with her the entire time. She told me as a mother, she wasn't going to pass up on the snuggles. Ashley stayed with us until the ambulance arrived. She helped us pack up all the "stuff" we had accumulated over the past 3 days, and sent us on our way with a few comfort items for our daughter, too. I'm sure Ashley had many other things she could and should have been doing during that time, but she went above and beyond for my family, and we cannot thank her enough.





Jason Fratzke, CNO; **DAISY Recipient Ashley Nelson, BSN, RN**;  
Kim Dockham, Nurse Administrator; Shannon Klar, RN, Director



Jessica Pfaff, Nominator; Patient; **DAISY Recipient Ashley Nelson, BSN, RN**