



October 2017

Recipient: Jennifer Viner, RN

Nomination submitted by a Patient

I was admitted for observation on 4/11/17 and was ultimately sent home due to lack of progress. My husband and I were home 10 minutes after the first visit and my water broke and we had to turn around and come all the way back. I don't remember much that first night in labor but I do remember the day my son was born 4/12/17. I had Jen all day on 4/12/17 and she was the absolute best! She was so very attentive to all my needs and would check on me more than was needed. She came in and we did position changes, she would come in and use the exercise ball to open my hips, she explained everything to me in detail and made sure I understood especially when Pitocin had to be used as I wasn't making progress, she would give me IV Benadryl for the itching from the epidural, she would come in and see if I needed anything more for the pain. She was my coach while pushing and gave me tons of encouragement. She gave suggestions on how to get my labor progressing. I distinctly remember her telling me to get on all fours and rotate my hips like I was using a hula hoop. Out of all the nurses I had while in labor and they were all good but Jen really stood out to me. She really lives and breathes our mission of putting the needs of the patient first. Jen was with me for almost all of my labor and had to leave an hour before my son was born. I should have begged for her to stay as I didn't want her to leave. Jen also took care of me and my son after he was born once we were moved to post-partum recovery and she was just as wonderful. She remembered my husband's name and also asked if he needed anything.

I would have done this sooner but I couldn't remember Jen's last name and then I ran into her in the cafeteria and I called out to her. I was able to show her pictures of my son and she was so kind and said to me you and your husband make adorable babies. My next child I am definitely going to request Jen as my nurse as she is such a wonderful nurse.

My son also had severe shoulder dystocia and the care and the attentiveness to the situation was overwhelming and the care we both received was beyond what I expected and I am so thankful to have had truly the best care and the best team available.



Karissa Keenlance, RN, Supervisor
Desirae Bailey, RN, Director
Jason Fratzke, RN, Chief Nursing Officer
DAISY Recipient, Jennifer Viner, RN
Sherry Caplan, RN, Nursing Administrator

