



November 2019

Recipient: Patrick Mulrine, RN

Nomination submitted by: Angela, Nurse Manager

Patrick is a registered nurse who works in the Endocrinology Department and is a nurse who truly lives our Mayo Clinic Mission, Vision, and Values. I value Patrick as an employee and co-worker because he keeps our patients as his main focus in every scenario and will do whatever it takes to provide them with the best care and experience. I wanted to share with you recent patient case where I feel that Patrick exemplified our values and would like to recognize him for his acts of patient excellence.

Recently, Patrick was notified by our Door Attendants that a patient had arrived for their Endocrinology appointment, but fell out of their wheelchair in route. The Door Attendance sought out Patrick to help assist the patient into the clinic for their visit. Patrick quickly responded to the transportation vehicle to assess the patient. He learned that the van driver had to suddenly stop because someone cut him off in traffic. When this happened, the patient fell out of her chair landing on the foot rests and lunged forward into the middle of the seats in front of her. While it was likely that Patrick had a lot of questions as to how this happened, Patrick first took care of the patient. He saw that she was uncomfortable and cold as the van doors were open. He advised the driver of the van to close the doors and turn up the heat. While speaking with the patient he learned that she already had a hip fracture, pressure ulcers, and was very uncomfortable. While explaining to the patient what the plan was, he obtained blankets to help keep her warm. He then aided in getting the patient to the EUCC so that she could be further evaluated for her condition.

Patrick's compassion in this scenario was admirable. In the hustle and bustle of an emergency situation, he remained calm and took the necessary steps to not only get the patient the care she needed, but tended to her basic needs. By asking the driver of the van to close the doors and provide heat, he helped her stay warm. He also gave her blankets and explained what was going to be happening. Sometimes the simplest of care is the care needed at the time. Patrick, comforting the patient until she was able to be evaluated by emergency services, shows his commitment to providing excellence in patient care. Because of Patrick's commitment to patient excellence, I would like to recognize him for the Daisy Award.

