

PLEASE PRINT

Because he/she recently demonstrated exceptional customer service, I am nominating

Allison Peters, who works in OR department/unit. Here's what happened

(please be as specific as possible): Sat. night 7-10-10, I found myself charging in the OR with only 1 surgical tech and 3 nurses. Allison volunteered to scrub if a second emergency hit our doors. When Dr. Mathora called with an emergency bring-back heart, I told him I had a strong nurse and myself willing to start the case if he would work with us. He thought that was great, but agreed to wait for a heart tech. The heart nurse was more familiar than the tech with hearts, so she scrubbed in, too. Allison and I tag-teamed circulating. She was a real

team player jumping in to facilitate a specialized service for the sake of the baby involved. I appreciate her commitment and willingness to

Signature [Signature] Date 7-10-10
Print name Bill Donovk charge nurse 7-10-10 emergency case
Thank you!

You may contact me regarding this experience at (phone number or e-mail):

donovk@shands.ufi.edu

I am a:

- patient
- physician
- employee (dept. OR)
- visitor/family
- manager
- other: _____

To recognize an employee, complete this nomination form and submit to the employee's supervisor, or, if you do not know the supervisor, to any Shands manager, one of the Customer Service drop boxes or Human Resources.

A KEY EXAMPLE OF EXCELLENT CUSTOMER SERVICE

The following are actual stories of excellent customer service provided by Shands employees. These are examples of what you can write about the employee you are nominating.

- A social worker comforted a mother who lost her baby 24 weeks into pregnancy by organizing a ceremony of closure for the family. This employee established trust with the family and created a safe atmosphere for them. Her actions helped the family heal from this tragedy.
- The brother of a patient arrived from out of town to be with his sibling. This visitor was recovering from back surgery and could not sit for long periods of time. One of the unit's nurses searched the hospital for a rocking chair and brought it to the patient's room.
- A clerk went out of her way to compile a report to help a coworker in another department with a special project.

To Be Completed by Supervisor

Thank-you note from supervisor: _____

Allison,
Thanks for helping out
and going the extra mile. You are
truly an asset to this OR

Supervisor name: Trish Barber

Supervisor signature: [Signature]

Facility: UF

Department: OR Cost center: 7042

Date: 7-16-10

This employee demonstrated extraordinary customer service. Please consider for CEO Award.

Routing instructions: original to employee; copy to supervisor; copy to Human Resources