

Quality Supervisor Nomination

SECTION 4: Questionnaire

Give some examples of how this nominee demonstrated flexibility, motivation, and responsibility.

Kathy has been a Sr. LVN with the Internal Medicine Department since September 2008 and moved into the Sr. LVN, Head Nurse role in 2011 and has done an awesome job. When moving into this role one of Kathy's goals was to make sure that patients were satisfied with their care here at Texas Tech. She strives hard every day to make sure that patients are being taken care of with kindness, compassion and respect. She has full load of faculty and resident providers that she takes care of everyday as well as pitching in to help the other nurses with their daily duties. On top of all her patient care responsibilities she also makes sure that the clinic runs smooth and efficient, for example, making sure we have adequate nursing supplies and medications but always being mindful of TTUHSC resources. She has weekly meetings with her nurses to bring up any concerns or questions they may have so that communication on ways to improve as a team effort. Kathy always presents herself in a professional manner whether it is with her co-workers, physicians or patients.

Describe improved efficiencies resulting from this nominee's creativity and innovation that contributed to TTUHSC's success.

One way Kathy has improved the efficiencies in the clinic was creating a work flow notebook for each individual faculty provider on what they need during their clinic, so that when that providers nurse was out, the nurse filling in for them knows exactly how to make that clinic run smooth and efficient. Kathy has also worked so hard on creating protocols for the clinic so that all employees can review and reference it if they have questions.

Kathy attends all the Head Nurses meetings and has been a huge help with Core Competencies Fair coming up in May.

Kathy is the "go-to" person whenever there are any nursing questions or concerns regarding patient care. She is always a big help every year in maintaining employee health immunizations and works well with the Risk Management Department.

Give some examples of this nominee leading by example.

Kathy has great leadership qualities which makes her and her nursing staff work to great together. She is definitely a "lead by example" kind of person which is why she is so respected by her peers. She is always there for her staff if they have questions or just need help with their duties that day. Kathy has installed a "teamwork" concept among her nurses which makes for a great work environment.

She always has a positive attitude and is the one that helps organize after hour activities such as dinners, movies, or Amarillo Little Theater. Kathy also has such great compassion for her fellow co-workers. When they are having personal struggles with their life, she is the listening ear and a helping hand for us all.

The Internal Medicine department is so fortunate to have such an outstanding employee!

