

Making the ROUNDS

EXCEPTIONAL CARE. EVERY PATIENT. EVERY TIME.

Dear Team,

One of the benefits of visiting various departments at the [various](#) campuses is that I get to see firsthand the great work being done by our team members. One example of this was when I joined the 4B unit at the Torresdale Campus to help present them with their Operation Recommend Our Hospital congratulatory banner for achieving the highest patient satisfaction score the previous month.

As we gathered together for the group photo, one of the nurse managers, Noreen Quinn, RN, noticed one of her staff members – Jason Guinip, CNA – was missing. After several attempts to locate him, we finally snapped the picture. Immediately afterward, Jason arrived with a bag in his hand. When Noreen asked him where he was, he relayed a story that exemplifies the kind of dedication to patient satisfaction for which Aria has become known.

Rather than try to relay the details, I asked Jason to recount the story for this edition of *Making the Rounds*:

"I was attending to a patient who had been on a liquid diet during her stay, but that morning, the physicians had given permission for her to have solid food again. The only problem was that she had dentures and forgot to bring her Fixodent to keep them in.

"She was really embarrassed by it. I offered to get her some at the store, but she was very nice and insisted that I not go to the trouble.

But I didn't want her to miss out on breakfast, so I went down to our pharmacy and picked up a bottle for her. It just so happened that as I returned to my unit, everyone was there after having taken the photo.

"People who came for the presentation were thanking me and congratulating me on a good job, but honestly, this is the kind of thing that everyone on my team does all the time. I just happened to be seen with a bag in my hand while other people were visiting our floor! We all pitch in and do a little extra to make sure our patients are comfortable and as happy as possible given their situations.

"We are all professionals, especially when we first meet new patients. But by the end of the day, it's a much more casual interaction and the patients feel like they know and can trust us. The feeling's definitely mutual, and we want to do everything we can to make sure their experience at Aria is a positive one because they become a part of our family."

I can't think of a better way to summarize the approach to patient care that separates Aria from other providers in our region. Jason's is just one of countless stories that I know many of you can tell. I hear about the ways you go above and beyond to help ensure a high level of patient satisfaction, and I feel fortunate to have been present at the right time to see one of them firsthand.

Thank you to Jason and to all of you for continuing to deliver exceptional care to every patient, every time.