

Dear Team,

As nurses, we come to work every day with certain expectations: We will need to care for people who are sick, injured, afraid, confused, angry, exhausted, and a whole host of other emotions and conditions. Of course, we love what we do – helping others heal and return to their lives as quickly and as healthy as possible – and we understand that dealing with extraordinary circumstances goes with our profession.

But sometimes there are instances for which even nurses who have years of experience can't prepare. Events like the shooting a few weeks ago at the Orlando nightclub, Pulse, are a perfect example. Over 50 people who were injured in this violent incident were taken to the Orlando Regional Medical Center (ORMC) to receive treatment. They were patients of diverse backgrounds and cultures, but on that night, to the staff at ORMC, they were simply fellow community members and people in desperate need of care.

Such a large number of patients with traumatic injuries like this can test the resolve of any nurse. As all dedicated medical professionals, the staff at this facility rose to the challenge and tirelessly worked to ensure each patient received the best possible care. The members of their community needed them at a critical time, and they responded with professionalism, skill, and compassion.

The nurses at the Torresdale Emergency Department experienced similar circumstances a little over a year ago when an Amtrak train derailed in our area. Approximately 26 passengers were taken to the Torresdale ED for treatment. Like the Orlando Regional Medical Center, our staff stepped up under unbelievable pressure and provided personal, exceptional care to every victim of that horrible derailment.

When news of the Orlando nightclub shooting unfolded, and the incredible work by those ED nurses became more known, a connection was felt among our own nurses at Torresdale. While it seemed no gesture would be enough to recognize the effort put forth by those in Orlando, the Torresdale ED nursing staff banded together to honor the nurses at the Orlando Regional Medical Center by one day sending them lunch and dinner. It was a small token to demonstrate their admiration for their fellow nurses who didn't falter when their community needed them most.

In addition, I contacted the Chief Nursing Officer at the ORMC to thank her for all she and her staff did during that regrettable time. I told her, on behalf of everyone at Aria, that we recognize the power that nurses can have during difficult moments and the impact they have on the community.

It's unfortunate that it sometimes takes a tragedy to bring out the best expressions of ourselves, but we were glad to reach out to the ORMC and let them know we understand and appreciate what they went through during the darkest day in that city's history. I'm proud to lead a team with such compassion and I thank you for being an inspiration to all of us.