

## **Nada Aoun**

### **Staff nurse- Neonatal Intensive Care Unit**

#### **Creativity and innovation:**

Nada is a fully active quality person on the unit, consistently volunteering in initiatives to improve services. Her proactivity and creativity also led her to propose and implement an improvement process in the delivery suite that improves the admission process of twins and triplets to NICU. By creating an area for each baby for a team composed of a baby nurse, pediatric physician and an inhalation therapist, they have been able to deliver jointly prompt care for premature babies and facilitate timely admission. This became a standing practice since then.

#### **Customer satisfaction covering different aspects of her job:**

Nada has been commended and formally appreciated by physicians, patients, and colleagues. She has been praised for her cooperation, resourcefulness, quality of care, compassion, and interpersonal skills

#### **Consistent high quality customer service beyond call of duty:**

Nada's fight with illness and love for life and for her work is an example for all of us. Nada was diagnosed with cancer in 2006, and since then she underwent painful treatment but refused to miss her duties. During her treatment, Nada worked double shifts, to cover sick leaves, she refused to leave her colleagues understaffed, and she came from her off duties to perform unit safety rounds during the JCI visit. She sometimes felt very weak and unable to work, yet she refused to go home and leave her colleagues work overtime.

Parents feel reassured and comforted when Nada is around. Nada is very passionate about the care she provides and has a tender and loving touch to the baby. She develops good rapport with kids' families due to her personalized service, resourceful advices and mental support.