

Remarks made by

Dr John Waterbury

President

Hassan Farhat

Mr. Hassan Farhat, Practical Nurse, in 9 North and then in the Emergency Unit, has been unanimously nominated by his seniors and colleagues for the award. His **Nurse Manager** would say of him: "Hassan's presence really 'makes a difference'. His constant search for perfection in his work imposes respect". The **RNs** working with him would describe him as being highly competent, very accurate, meticulous, and dependable in his work; he follows up closely on his patients, performs very thorough patient assessment and is a strong patient advocate. For him, "patients come first no matter what!" One RN said: "When I am on duty with Hassan, I feel relaxed and supported because I know how thorough he is in his work and that is such a great relief, especially when working with oncology patients".

He is highly devoted to patient care. Commenting about how caring Hassan is and about how exceptionally gifted he is with this 'human touch', one Nursing Supervisor has this very touching story about him: "An 80 years-old oncology patient on 9 North who was paralyzed, requested while sobbing, the help of one of the RNs working with Hassan: 'I cannot thank Hassan enough, I do not know how to thank him, he would not accept my small gift. Please help me convince him to take it as this is my only way to tell him thank you, he treated me even better than my own child would have and I can't thank him enough!'".

He is an excellent team player. Hassan is highly responsive to his unit needs and prioritizes them over and above his own personal needs: for example with regards to scheduling, even though he is on permanent nights, he helps out whenever the unit is short of staff. His Nurse Manager said: "I can easily rely on Hassan to set the schedule for the practical nurses on my unit as he makes sure he is fair to them and satisfies their needs. He makes every effort to please them by even taking a 'split off' himself in order to accommodate for their scheduling needs."

He is dedicated to his own professional development and that of others. He not only maintains his own self-education by being involved in educational activities and reading, but also shares his wide knowledge base with his peers as well as the newly hired nurses he was assigned to provide orientation. He has acted as an efficient preceptor/mentor for a number of new-hires whose work performance later on was an evidence of his great teaching abilities and passion to the profession. One of his coworkers said: "when I used to round on patients with Hassan, he would make sure he explained to me what I needed to know so that our care would be excellent, of course, in his well-known 'very humble' way".

He is very proactive about improving things on his unit to enhance patient care. His manager and peers describe him as someone who can never 'sit still'; he is constantly 'on the go', searching for opportunities to improve the workflow on his unit: he cleans up charts, puts them in order and updates them for the incoming shift. He performs regular checks on unit equipments and makes sure they get repaired when in need. He participated in one of the unit's performance improvement projects whose target was the reduction of noise to promote patient rest and rapid recovery.

Indeed Hassan Farhat represents the epitome of values one desperately looks for in the new generation of employees. As his unit peers state: "if anyone deserves this award, that would most definitely be Hassan. He is truly an exemplary employee and we are proud to have had the chance to work with him. He is so respectful of his patients and he never seeks personal gratification out of his achievements".