

April 2014

Ana Mcinerney
Dept. 330

Santa Clara Medical Center
Customer Service
Above & Beyond Committee

CC: Julie Vaday

Congratulations!

Ana Mcinerney
RN

You've been recognized for going above and beyond for our members.

A patient was going to be discharged from hospital, but was very shaky and unsteady on his feet. The patient was not safe to return to his facility. Ana followed up continuously with the discharge planner and the physician to address this matter. Because of her excellent nursing judgment and communication skills, the doctor decided to have the patient stay until Monday when someone from the facility could properly evaluate him.

In recognition of your customer service contributions to the Medical Center, we would like to personally thank you for your hard work and efforts.

Congratulations once again on a job well done and for providing an outstanding care experience for our members!

Sincerely,

Above and Beyond committee
Santa Clara Medical Center

