

March 2016

Ana Mcinerney
Dept 330

Santa Clara Medical Center
Customer Service
Above & Beyond Committee

CC: Al Salvador

Congratulations!

Ana Mcinerney
RN

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

A patient was going to be discharged the next day from the hospital without any clothes or shoes. The patient was homeless and could wear the clothes he came in with since his clothes were soaking wet on admission. Ana followed up with the patient and found out his size in clothing and shoes. She took it upon herself to buy the patient some clothes and a pair of shoes. Because of her generosity, the patient was able to discharge with a new wardrobe and a sturdy pair of shoes.

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

