

Power of One: Patrick Martin



Patrick Martin

One afternoon, a patient with Autism came to the Emergency Department with GI issues and needed an X-ray. Several Associates tried to get the patient into the X-ray room for two hours with no luck. The patient was scared but would not verbalize why she was scared. Her mother was extremely frustrated at this point, until Radiology Technician **Patrick Martin** brought the patient a Beanie Baby penguin out of the stuffed animal bin. The patient immediately lit up with excitement, so Patrick started waddling like a penguin in the radiology waiting area to get her mind off of the procedure. Everyone in the waiting area proceeded to follow Patrick's lead and waddle around like a penguin to distract the patient. The patient even joined in and they all waddled right into the X-ray room like a family of penguins. "Patrick is always so wonderful with our patients," nominator Brooks Gaut said. "But this is such a phenomenal example of how the Power of One can make all the difference in the world!"

EEG Lab is granted accreditation



Congrats to the Le Bonheur EEG Laboratory, pictured above, on being granted a second five-year accreditation by the Laboratory Accreditation Board of ABRET. This award is based on evaluation of the technical quality of EEGs performed in our lab, and Le Bonheur is the only lab in Tennessee with this accreditation.

PAS gives back



Pictured at left, Patient Access Services donates food and toys to the FedExFamilyHouse. Thank you, PAS for giving back to our Le Bonheur families during the holidays.

Power of One: Crystal Higginson

One morning in August, Nursing Assistant **Crystal Higginson** and her husband were volunteering with the Memphis Humane Society, transporting aluminum cans to the recycling plant in downtown Memphis. They approached a chaotic scene of a car accident involving a compact car and large garbage truck. Crystal asked her husband to stop so that she could help because no emergency personnel had made it to the scene yet. She had a first-aid kit in the truck, so she put on her rubber gloves and began assisting a patient who was already on the ground. The patient went in and out of consciousness while Crystal monitored vital signs, helped stabilize her neck and attempted to stop the bleeding caused by extremely severe facial injuries.



Crystal Higginson

Once EMS arrived, Crystal briefed the paramedic on what she had done to help. She then moved on to another victim of the accident that appeared to be suffering from shock. She sat with her until Crystal's husband was able to find a relative that could identify and provide information to EMS, since the victim was unable to respond to questions. Throughout all of the chaos, Crystal maintained her focus and composure, and did not leave the scene until she felt sure that everyone involved in the accident was being cared for. She is a very selfless person with a huge heart who exemplifies the Methodist values, both on and off the job," nominator **Terri Mitchell** said. "She defines what Methodist Le Bonheur Healthcare's Power of One is all about."

Power of One: Sylvester Prince



Sylvester Prince

Security supervisor **Sylvester Prince** stepped in to help a patient who had been in the hospital for 77 days get a much-needed haircut. The teenager had a difficult time coping with being in the hospital so long, and once Sylvester heard that all he wanted was a haircut, he made sure that happened. Sylvester coordinated with Volunteer Services and requested assistance with getting a barber to the bedside for the patient. The patient was thrilled the barber made a special trip to Le Bonheur just for him. "Sylvester truly went above and beyond to make this patient's stay a little more enjoyable," nominator **Taylor Kirk** said. "I am truly thankful for his demonstration of service and teamwork."

Bozo receives Marye E. Bernard Ally Award



Hispanic Outreach Coordinator **Maria Bozo** was presented with the Marye E. Bernard Ally Award on Dec. 7 at the Living Out Loud Gala. This award recognizes individuals who are not HIV+ but are critical to the end of the HIV and AIDS epidemic. Upon Maria's immigration to the United States from Venezuela in 2010, Maria noticed a deficiency of services for those suffering from HIV and how the limited availability of HIV related resources impacted her already marginalized

community. Instead of allowing the disease to destroy her community, Maria decided to champion the cause. Despite the hardships that are prevalent in the Latino communities, Maria has continued to successfully advocate for health equity serving as translator, HIV educator, linkage to care coordinator and PrEP navigator.

Maria has continued to work diligently despite many of the recent barriers that have arisen with the influx of immigration task force raids, unearthed government regulations and a growing mistrust of systems and services that are vital to the survival of her community. In her fight to help end the HIV and AIDS epidemic, Maria has relentlessly maintained a less than 30-day linkage rate amongst all of her Latino clients while simultaneously providing them with valuable resources such as translation, assistance with patient navigation through the health care system, and culturally sensitive health literature, all the while steadfastly maintaining patient confidentiality and dignity; thus, fortifying the trust that has been placed in from her community. Because of her ongoing support and tireless work, the Latinx community heralds her as their "Colibri" or noble warrior in the fight against HIV."

"She is truly a trusted gatekeeper not only in the Latinx community but throughout Memphis," Community HIV Network Supervisor **Dana Moore** said.

volunteer retires after 25 years



Pictured above, the Volunteer Services team **Katherine Whitfield, Hannah Rafieetary, Allison Smith and Karen Yates** congratulate long-time volunteer **Clint Trusty** for his dedication to Le Bonheur. Clint is pictured at top right with Le Bonheur President and CEO **Meri Armour**.

Clint Spent more than 24,000 hours in the NICU, cherishing our patients when parents needed a moment of respite outside of the unit. We can count the hours, but there's no way to quantify the true difference Clint made while volunteering at Le Bonheur. Clint is also a loyal Le Bonheur donor. He has given in a 32-year period. Thank you, Clint, for making a difference in the lives of our patients, families and Associates.



Laurie earns Magnetic Resonance Officer Certification

Pictured at right, Le Bonheur MRI Technologist **Ratana Laurie** recently achieved her Certification as a Magnetic Resonance Safety Officer (MSRO) from the American Board of Magnetic Resonance Safety (ABMRS). ABMRS is an independent, not-for-profit organization that works to ensure the safety of patients and health care staff who work with magnetic resonance equipment. Earning an ABMRS certification demonstrates that an organization's clinical staff has a comprehensive understanding of magnetic resonance general safety principles. Ratana has been working in conjunction with and will now lead our Le Bonheur MRI team members in implementing a new and improved MRI Safety program that is structured with best practice principles and recommendation for MRI safety.



kudos to you



Congratulations to Community Outreach Manager **Nikayla Boyd** on being named among this year's "40 Under 40 Urban Elite Professionals." Boyd leads our Be Proud! Be Responsible! Memphis! Teen pregnancy prevention program.

Brittany and David Spence (right) were the Association of Fundraising Professionals Memphis Chapter's Outstanding Young Philanthropist award recipients. They founded the Forrest Spence Fund in memory of their son, who was a Le Bonheur patient. Their efforts have touched thousands of families across the region who are confronted with the challenges of critical or chronic childhood illnesses. Thank you, Spence family, for supporting families along their journey.



Community Programs Director **Lauren McCann** (left) and **David Spence, M.D.** (above) were named among this year's Memphis Business Journal "40 Under 40." Thank you for representing Le Bonheur in the community.

calendar

Thurs., Dec. 27

5-5:45 p.m.

Zumba

Research Center

Ground Floor

Wed., Jan. 2

8-9 a.m.

Grand Rounds

Auditorium

Thurs., Jan. 3

5-5:45 p.m.

Zumba

Research Center

Ground Floor

Mon., Jan. 7

5-5:45 p.m.

Tai Chi

Research Center

Ground Floor

Wed., Jan. 9

8-9 a.m.

Grand Rounds

Auditorium

Thurs., Jan. 10

5-5:45 p.m.

Zumba

Research Center

Ground Floor