

Congratulations to Our September 2018 Servant’s Heart Recipients



Physician Caregiver

Gary W. Soucie, MD, Family Physician

Nominated by: Anonymous

“I have been in the room many times when Dr. Soucie visits his patients, and the way he speaks to them demonstrates his deep love and compassion for them. His tone demonstrates his concern for them. What has always impressed me about him is that he knows his patients, and I mean really knows them: *Who they are, what their life is like, their kids/grandkids, their employment, their joys, and their woes.* And he always talks to them about these things when he visits so that they feel like he’s more than their doctor; he’s a friend.”

Nurse Caregivers

Claudette Quisido, Wound Care Nurse

Nominated by: Kent Merzlock, SNRC Patient Financial Counselor

“One of our otherwise confident and vibrant skilled nursing patients was having a bad day. As she sat in the office and explained what was going on, I could see she was frustrated and in pain, and she started to cry. Although Claudette’s primary role is that of one of our excellent wound care nurses, her compassion and talents as a counselor came out as she consoled the upset patient, calmed her down, reassured her that everything was going to be okay, and trained her on how to express pain in preparation for her upcoming visit to the physician. I could tell the patient went from a feeling of helplessness and hopelessness to feeling empowered on how to communicate her needs.

“I learn a lot from our otherwise ultra-busy wound care nurse, and today she showed me how to heal with compassion. Today, she went above and beyond her job description. She showed someone that she sincerely cared about them!”

Everyone’s a Caregiver

Monica Willey, Nutrition Services

Nominated by: Angela Lish

“I was in the Garden Café for lunch and saw an elderly patient I had checked in earlier that morning for a swallow study. I knew he had fasted and he was now ready to eat, but probably had a sore throat. However, he could not eat what was being served that day. Monica went out of her way to get him some mashed potatoes and gravy and something else that he could swallow easily. She personally brought this to him where he was sitting in the café. He then asked for a drink. Instead of telling him where the drinks were, she asked what he would like and went and got his chocolate milk that he wanted and brought it back to him. A short time later, she brought him some ice cream. This was all during the lunch rush hour with a full café. I was very impressed with how kind and patient Monica was with one of Bingham Memorial’s patients.”