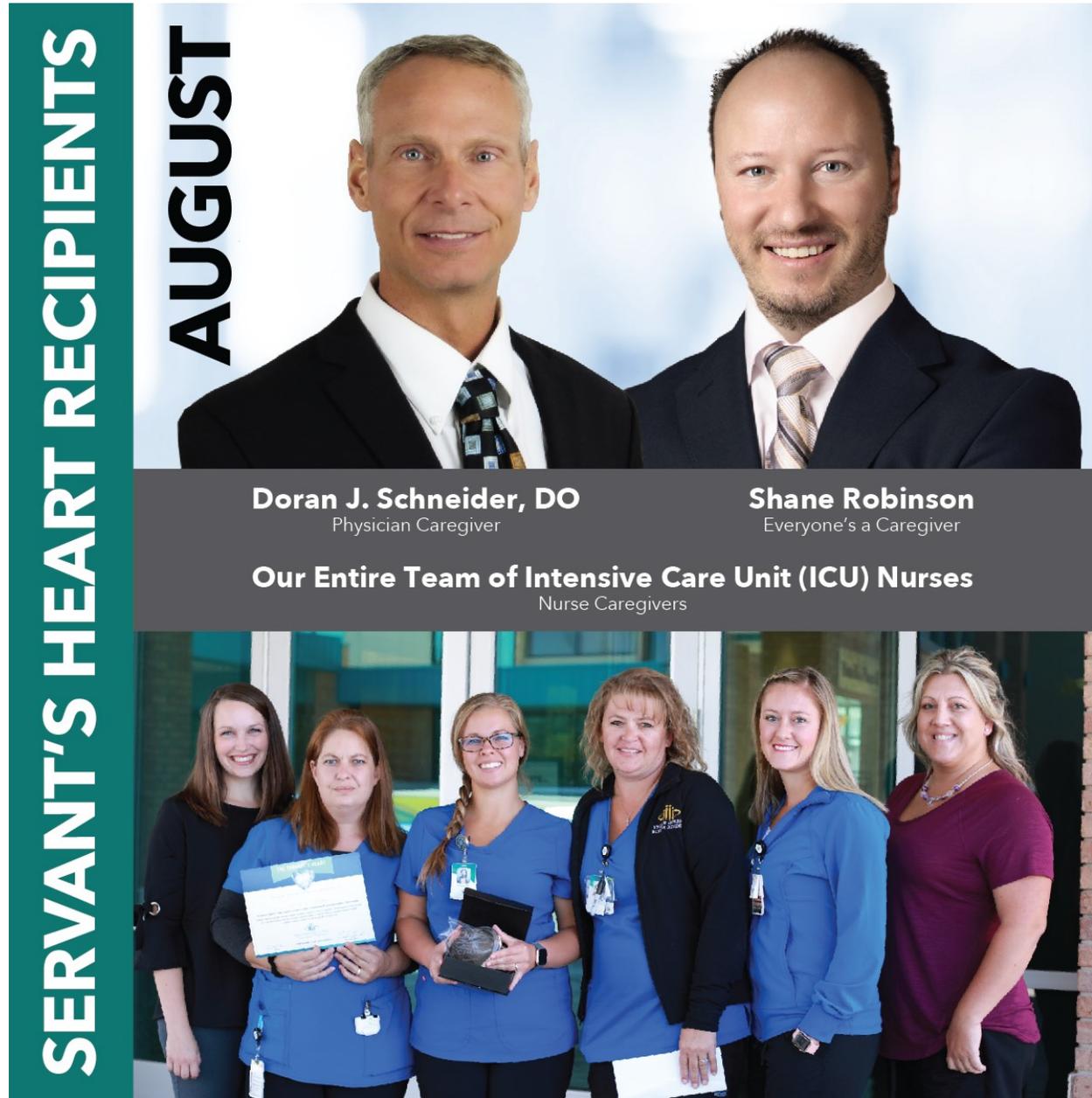


**Congratulations to Our August 2018 Servant’s Heart Recipients**



**Physician Caregiver**  
*Doran J. Schneider, DO, General Surgeon*

“A patient was scheduled for a hernia repair, but also asked if Dr. Schneider could remove a spot from his forehead. He listened to the nurses’ concerns about the patient remaining overnight, instead of being discharged. He then brought treats in for the staff that cared for the patient because he appreciated the obstetrics team for taking care of patients that are generally not on their unit. He is a very nice and considerate man.” – *Aimee Katseanes, Registered Nurse*

A patient recently shared that they had had one of the best healthcare experiences with Dr. Schneider, saying that he had never encountered such a kind and attentive physician. This patient had some anxiety prior to a procedure and wasn’t sure how to tell the doctor what he was feeling. Dr. Schneider sensed it because he was reassured and comforted with the extra care and time that he gave the patient.

After the procedure, the patient said he continued to feel a kindness, empathy, and compassion from Dr. Schneider. He commented that he was busy and other patients were waiting for him, but he never made the patient feel that he was rushed or needed to keep moving. He truly cared.

Hearing this patient describe his experience made us feel incredibly proud to be a part of Bingham and associated with such an amazing surgeon. Thank you, Dr. Schneider, for doing what you do to make our patients feel so cared for! What a great example of ‘being present in the moment’ you are! – *Anonymous*

### **Nurse Caregivers**

#### ***Our Entire Team of Intensive Care Unit (ICU) Nurses***

A patient with unique challenges and needs was admitted to our hospital. In an extraordinary display, many nurses stepped forward to provide outstanding care, clearly going over and above what anyone would expect. Many lent their hearts and hands to the care of this patient in very creative and unique ways, which is why we’re awarding our entire team of ICU nurses with the Servant’s Heart this month.

One nurse, who was deeply involved, said, “It’s often a challenge for us as caregivers to find the most therapeutic and effective ways to deliver care that will allow every patient to feel safe and comfortable. Whether it’s spending time to listen to their story, finding them their favorite snack, or giving them some clothes when theirs are dirty, it is almost always a ‘team’ effort. What works to help one patient may not work with the next. Different patients react to people and situations differently. Being patient and understanding is the key, though. Sometimes you’re not only helping the patient, but also your co-workers. Regardless of your job title or the department you work in, everyone can make a difference no matter how big or small. Everyone is part of that ‘family.’ And sometimes all they need is a little love!”

Some of the nurses involved in the care of this patient have been identified and thanked, while others will be forever unknown. To everyone who generously helped to care for this patient while they were under our care, we are grateful for how you made a difference in their life, and for displaying a servant’s heart.

In the words of Scott Adams, “*Remember there’s no such thing as a small act of kindness. Every act creates a ripple with no logical end.*”

### **Everyone’s a Caregiver**

***Shane Robinson, Director of Graduate Medical Education***

*Nominated by: Joanne Smith, Graduate Medical Education Coordinator*

“Being located in one of Bingham’s outlying buildings in Blackfoot, we occasionally encounter patients looking for other departments. This week, we had an elderly man come in looking for medical records. Shane took it upon himself to get this patient to the correct building; he picked up the patient’s oxygen tank, offered an arm to hold on to, and headed over to the HIM building. To their surprise, HIM was in the middle of their move to their new location, and, with all the computers being transported, they needed to head to the new location to get any records printed.

Shane offered to drive the patient over there but the patient preferred to drive himself. Worrying that this elderly man would not be able to find the location on his own, Shane offered to ride with him to show him where it was. They went off together and made it to HIM’s new location where Shane, once again, carried his oxygen tank in and offered a supporting arm to help the patient walk into the building. From there, he was taken care of by our wonderful medical records department.

This is not the first time Shane has done something like this; in fact, it’s more of the norm for him to go out of his way each day to help someone. He’s got one of the biggest hearts of anyone here at Bingham Memorial and I feel lucky to be able to work with him every day!”