

Congratulations to Our October 2017 Servant’s Heart Recipients



Physician Caregiver: Adam D. Wray, DO, Dermatologist
Nominated by: Nicole Christensen, Registered Medical Assistant

“Dr. Wray is the best physician ever! He is so great with his patients and staff. He sees a large number of patients every day and still manages to deliver excellent, high-quality care while addressing their concerns. Dr. Wray is also accommodating when it comes to patients and their schedules. He gives them all his cell number if they need him after hours, which they always appreciate. He also thanks his staff every day for their hard work, and he genuinely means it. We are lucky to have a doctor like him in our community!”



Nurse Caregiver: Doug Norman, Registered Nurse
Nominated by: Carolyn Posegate, Registered Nurse

“We often have busy shifts in the OB department and, during those times, Doug has been really helpful. He has admitted patients, stickered charts, answered phone calls, and helped in any way he could. Though he may not be able to take care of a laboring patient, his help in OB has been invaluable to us in the trenches.” –*Carolyn Posegate*

“I work with Doug nearly every week. He is always asking me if our patients are being well cared for, and what he might do. If it will help the patients feel more cared for, he’s willing to go the extra mile. One time, we borrowed a bed from another department just so a patient could have a better night’s sleep. He is steady and mild-mannered, which is really good around the patients—he doesn’t get his feathers fluffed.” –*Michael Harris*



Everyone’s a Caregiver: *Susan Seybold, Technologist*

Nominated by Terence Thonssen, OR Charge Nurse

“Susan and I work with patients receiving pain management treatments/injections in the OR. One particular patient was quite nervous about having an injection. Before the procedure started, Susan coached the patient through the injection process. With a calming voice, she guided the patient through how to focus on her breathing and queued her when to relax; this continued throughout the entire process. Afterwards, the patient requested to meet Susan so she could thank her personally. The patient greatly appreciated how much the whole process was made tolerable because of Susan’s guidance.”

“Susan talks every patient through the process in the same way, which can be up to 15 patients in a day, or more. When the patient on this day specifically asked to meet her, I realized Susan should be nominated for this award. I had become so accustomed to hearing Susan be kind and caring to every patient, it escaped me that she is such an important part of the care we deliver to this particular set of patients every week. Many of our pain management patients have a better outcome because of Susan. She is an incredible asset not to only her department, but ours as well.”