



**MIAMI  
CHILDREN'S  
HOSPITAL®**  
*We're here for the children*

**Nursing Leader**



**In the Spotlight**

**Jackie Gonzalez,  
MSN, ARNP**

Vice President/Chief Nursing Officer

**Degrees:**

- BSN, University of North Carolina, Chapel Hill
- MSN, University of Miami

**Hobbies:**

Watching son Eric pitch for his high school baseball team, spending time with family, gardening, trips to North Carolina and collecting antiques including salt dishes.

**Nursing Leadership**

- Serves as Vice President of the Nursing Consortium of South Florida.
- Member, Sigma Theta Tau International
- Member, NACHRI Education Council

**Career Highlights**

- Working on the Hematology/Oncology unit
- Completion of my graduate degree in Nursing

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# PURSUIT OF EXCELLENCE

PUBLISHED FOR THE NURSING STAFF OF MIAMI CHILDREN'S HOSPITAL

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## Magnet Site Visit Scheduled

*By Maria Soto, MSN, ARNP*

**T**he nursing team at MCH continues to “March toward Magnet,” seeking designation as a Magnet facility by the American Nurses Credential Center (ANCC). The site visit – the third phase in the designation process – will take place May 13 and 14. Once the visit is concluded, MCH will await evaluation by appraisers and a final recommendation as to whether the hospital will receive the designation.

Magnet recognition is awarded to healthcare organizations that meet quality indicators and standards of nursing practice as defined in the American Nurses

Association’s Scope and Standards for Nurse Administrators. Hospitals that earn Magnet recognition meet high standards for nursing care with emphasis on clinical competence and assessment, education, certification, cultural diversity, collaboration and more. The benefits of Magnet status are many:

Designation internationally recognizes the quality of a nursing program and demonstrates the importance of nurses to the success of the organization.

Magnet designated facilities consistently outperform their peers in recruitment and retention of nurses.

Designation offers the public additional confidence about the quality of care provided by the organization.

Congratulations to our entire nursing team for the hard work in seeking Magnet recognition!

## MCH Receives Top Ranking in Hospital Customer Opinion Survey

**M**iami Children’s Hospital is the winner of the Consumer Opinion Award (COA) presented by The Systema Group, Inc., a Coral Gables-based research group. The award is presented annually to the Miami-Dade hospital that receives the highest marks for customer service from patients, based on a The Systema Group survey. Of the 15 area hospitals included in the survey, MCH received the highest marks from families of patients.

“I’m so proud of our MCH family,” said Thomas M. Rozek, President and CEO of MCH. “To those who entrust us with the care of their children, our employees and medical staff are Miami Children’s Hospital. The Consumer Opinion Award is testament to the skill and compassion of our employees and physicians in anticipating the needs of families confronting the illness of a child and in promoting a family-friendly environment. My hat is off to the entire MCH family for making this recognition possible.”

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## MCH Emergency Department Receives Award

The Jackson Organization has presented Miami Children's Hospital with a "Commitment to Excellence Award" for Pediatric Emergency Department Satisfaction in 2002. The Jackson Organization is an independent survey research firm that evaluates customer satisfaction for hospitals throughout the country. MCH received the 2002 award for achieving "exemplary performance in customer satisfaction for an Emergency Department in a pediatric hospital category."

Richard Dellerson, MD, Administrative Medical Director of the Emergency Department, said, "This award is a tribute to the creativity and determination of our entire Emergency Department team. Everyone involved, including staff from the Emergency Department, laboratory, radiology, patient registration and inpatient units, has worked together to ensure that we deliver prompt, high-quality care to our patients."

Congratulations to all for this achievement!



### From the Desk of Jackie Gonzalez

Nurses' Week is here. This annual celebration provides us with an opportunity to pause and reflect upon why we chose to become nurses and what that career choice has meant in our lives. Each of us came to the decision to become pediatric nurses independently. Yet we all are

motivated by a similar desire to make a difference in the lives of children and their families. In this issue of Pursuit of Excellence, MCH nurses tell us why they chose pediatric nursing as a career, and share some of the amusing and touching events that have enriched their lives as a result of that commitment. I hope you will enjoy these thoughts and stories as much as I did.

This past year has been an especially fulfilling one for all of us as the MCH nursing team has pulled together in pursuit of Magnet designation. The Magnet process has given us an opportunity to deeply examine our MCH nursing program and its many strengths. It is an opportunity that few hospitals have achieved and it is an endorsement of the quality of care that is provided here every day. I am proud of the commitment and energy shown by so many in preparing the application. We are truly an awesome team!

I wish you every blessing during Nurses' Week and always. May your career choice and the knowledge that you have made a difference in the life of a child fill your days with purpose. Enjoy... the next few weeks are yours to shine!

Most sincerely,

**Jackie Gonzalez, ARNP, MSN**  
Vice President / Chief Nursing Officer

## Pat Messmer Participates in International Conference

Patricia R. Messmer, PhD, RN, BC, FAAN, Nurse Researcher at Miami Children's Hospital and Chair of the Nurses Charitable Trust District V, FNA was invited to be one of the reactors for the Sigma Theta Tau International (STTI) Arista3 Conference (Southern Europe/Mediterranean) held in Sorrentino, Italy in March. The Arista3 think tank conferences were designed to bring together leaders to confront health issues of global significance, providing a multinational, interdisciplinary platform from which to influence nursing practice.

The first Arista3 was held in Miami in March of 2000 and included expert panelists and reactors representing nursing, medicine, health policy and health care administration from North, South and Central America and the Caribbean. The second Arista3 conference, Arista3 Pacific, was held in Hawaii in May of 2001 while the third Arista3 (Europe Africa/Near East) was held in Dartford, England in February of 2002. Each Arista3 conference builds upon the work developed in previous Arista3 conferences. The Arista3 Southern Europe/Mediterranean included expert panelists from Italy, Spain, Portugal, Greece, Malta and Morocco and the reactors (including Pat) from USA and Australia. Pat noted that it was very revealing that in those countries nurses are taught by physicians and that a two-tier health care system (public and private) exists. Pat and other reactors helped panelists in those countries design collaborative goals and objectives to improve nursing education and clinical practice.

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Nursing Leader



In the Spotlight

- Founding president of the Florida Association of Pediatric Oncology Nurses
- Promotion to Vice President/Chief Nursing Officer at MCH
- Selection as Alumna of the Year by the University of North Carolina at Chapel Hill School of Nursing
- Visits from former patients



# Factors Affecting Nurse Job Satisfaction in Pediatric Settings

By Mary E. Ernst, ARNP, MSN and Michelle Franco, ARNP, MSN, CPN

In November of 2001, many of you (46 percent) participated in a survey that was designed to investigate nurse job satisfaction at MCH. The process of analyzing the results was a time-consuming one. As you may recall, the bright yellow surveys contained a variety of scales designed to measure job satisfaction, job stress, work satisfaction, recognition, and gather important demographic data on our staff.

All levels of nurses participated in the survey, including directors, ARNPs and staff nurses (180 out of the 249 respondents). Ninety-three percent of our respondents were female, 7 percent male, and ages ranged from 22 to 58 years (those that reported their ages!). Among those who completed the survey, the largest segment (27 percent) included those with 1 to 5 years of experience. The next largest segment (23 percent) included nurses with greater than 20 years of experience.

Many new nurses are oriented on a monthly basis. Our study indicated that nurses are at greatest risk of leaving the profession during the first five years in the field. However, once a nurse reaches the five-year anniversary at MCH, he or she tends to stay, providing us with a valuable corps of experienced nurses.

Some of the most significant results were as follows:

- The factors most strongly predicting nurse job satisfaction were confidence and task requirements, with pay and interaction/cohesion moderately predictive of satisfaction.
- In analyzing job satisfaction, there were no correlations with any demographic data. For the most part, the respondents were satisfied overall. The following were identified as elements important to nurses: satisfaction with the patient care they provide, "enthusiasm about work" and "having enough time to do a good job."
- In relation to job stress, older nurses, as well as those with more experience at MCH, experienced less job stress than their younger counterparts. Important factors were if physicians "respect my knowledge" and "consider my judgments during emergencies," and that nurses "feel confident in my abilities." The experienced nurses also were less concerned about time demands than younger ones. Some of the most important factors in relation to stress were if nurses felt that they could give emotional support to families and patients, and provide "quality care to patients." "Adequate staffing on the unit" was another important factor affecting stress.
- In relation to work satisfaction, older, more experienced nurses were less concerned with pay and less concerned with

task requirements than their younger counterparts. The most important factors related to pay were if nurses felt "present salary is satisfactory," "pay is reasonable" and "from what I hear about other hospitals, we are paid fairly." The important factors related to interaction/cohesion had to do with there being "a good deal of teamwork and cooperation" among nurses, and that staff were seen as being "friendly and outgoing" and "don't hesitate to pitch in and help one another." Task requirements considered whether nurses "could give better care if I had more time," "spend as much time as I would like caring for patients," and if the "amount of time spent on paperwork is reasonable."

- Recognition was of utmost importance to nurses, with every factor being considered important. Older nurses tended to report receiving more recognition for the job that they did than younger ones. Recognition correlated significantly and directly with hours worked per week. Some ways nurses wanted to be recognized was to be given "on the job feedback," "consulting with staff on important decisions," and having nurses "share projects/materials developed with peers."

In addition to this article, the results of this research have been presented to the Research Committee, Retention & Recruitment Committee, Nursing Leadership Group, and as a paper at The Southern Nursing Research Society in Orlando in February. A poster will be presented at Sigma Theta Tau International Biennial Convention in Toronto, Canada, November, 2003.

As a result of this survey, MCH has committed to focusing on the following issues that staff identified as being important to nurse job satisfaction:

- Assuring adequate staffing to minimize job stress
- Enhancing communication across all lines
- Maintaining competitive compensation/rewards and recognition
- Promoting team building and group cohesion
- Focusing on support and education to increase confidence of nurses with less than 5 years of experience

Thank you to all those nurses who participated in this study!!!!

## NICU Reunion A Success

Nearly 400 NICU alumni and their families attended the 25th annual NICU reunion on February 23. Physicians and staff enjoyed seeing children whose lives were saved through the hard work and dedication of the NICU team. Photos from the event are on display in the NICU.



# N U R S I N G N E W S

MCH Board Member **JoAnne M. Youngblut**, PhD, RN, FAAN, was honored at the 13th annual meeting of the Society of Pediatric Nurses (SPN) in Kansas City, Missouri in April. Dr. Youngblut is the founding editor of the Journal of the Society of Pediatric Nurses (JSPN).

Also at the SPN session were **Cheryl Topps**, ARNP, MSN, and **Patricia R. Messmer**, PhD, RN, BC, FAAN. Cheryl presented a poster on behalf of herself, **Jackie Gonzalez**, ARNP, MSN, CNA, and **Maria “Bing” Wood**, MSN, ARNP, titled “Shaping The Future of Nursing: Development of ‘Scan for Safety’ Technology.” **Natasha Melbourne**, MSN, ARNP, and Bing’s poster, “Reaching out to High School Students: Building Momentum to Pursue a Nursing Career,” also was presented. Pat led a roundtable session on “The ANCC Magnet Recognition Program Application and Process.”

**Patricia R. Messmer**, PhD, RN, BC, FAAN was also the speaker for the Sigma Theta Tau International (STTI) Induction Ceremony for the Beta Delta Chapter-at-large in Oklahoma City in March. Pat was invited by Dr. Patricia Forni, Dean for Nursing at Oklahoma University. Over 300 individuals were in attendance, as the Beta Delta Chapter-at-large includes five colleges and universities (Oklahoma Baptist University, Oklahoma City University, Southern Nazarene University, University of Central Oklahoma and University of Oklahoma). Beta Delta is the largest chapter-at-large in STTI. Pat’s presentation, “Reflections of a Vision: Developing Nurse Leaders thru STTI Research, Clinical Scholarship and Evidence-Based Practice” highlighted many of the nursing leaders and nurse researchers who had started their careers with small grants funded by STTI. Since 1936, STTI has given over \$700,000 in

small research grants. Pat also toured the Oklahoma National Memorial since The Nurses Charitable Trust, District V, FNA had donated funds to the Oklahoma nurses following the Oklahoma City bombing. Seeing the memorial was very emotional and heartrending experience for Pat.

**Mirtha Gonzalez**, ARNP, MSN, and **Maria “Bing” Wood**, MSN, ARNP, attended the American Organization of Nurse Executives (AONE) Annual Meeting & Exposition in New Orleans in March. Bing presented a poster on behalf of herself, **Jackie Gonzalez**, ARNP, MSN, CNA, and **Cheryl Topps**, ARNP, MSN, “Shaping The Future of Nursing: Development of ‘Scan for Safety’ Technology.”

**Natasha Timmer**, RN, ECMO Coordinator, and **Linda Nylander-Housholder**, MSN, ARNP, Critical Care Educator, represented MCH at the Children’s National Medical Center 19th Annual ECMO Symposium in Keystone, Colorado on February 23-27. The two presented a mini course on apheresis therapies to a national audience. The objective of the course is to help platform apheresis as well as to assist other hospitals in starting their own apheresis program.

**Susie Barroso**, RN, and **Allison Scheflow**, RN, both of PICU, have completed orientation and have become certified ECMO specialists. ECMO is a life-saving therapy that involves temporary bypass of the heart and lungs. It is used to treat critically ill children diagnosed with RSV, meconium aspiration and sepsis. Congratulations Susie and Allison!

**Jill Tahmoore**, MBA, RN, and **Patricia R. Messmer**, PhD, RN, BC, FAAN, published an article on “Bridging the Gap in the Sunshine State: A Model Program for Targeting High School Students in Florida,” in the April 2003 issue of the American Journal of Nursing. Congratulations Jill and Pat!

**Amanda Ranft**, RN, of NICU received her neonatal certification.

**Debbie Hill-Rodriguez**, MSN, ARNP, and **Awilda Valdez**, RN, CDE, published “Teens with Diabetes,” an educational piece in the January 6 issue of Advance for Nurses.

The new issue of the Emergency Department newsletter has been published. If you want to receive an email copy, please send your request to [rachel.philotas@mch.com](mailto:rachel.philotas@mch.com).

## Research Institute to Fund MCH Nursing Research

**T**he MCH Research Institute has awarded a nearly \$23,000 research grant to the MCH nursing team. The seed grant will fund research titled “Enhancing Nurse-Physician Collaboration Using a Pediatric Human Patient Simulator.” In a letter to **Patricia R. Messmer**, PhD, RN, BC, FAAN, who submitted the application on behalf of MCH, William Keppler, PhD, Chair of the MCH Research Institute wrote, “We have observed that the overall quality of the proposals we received this year are the strongest we have ever seen. Competition was unusually keen and you should take satisfaction in your submission.”

Congratulations, Pat!



### 3 Northeast Earns Praise of Mercy Hospital School of Practical Nursing

The following letter to Jackie Gonzalez, MSN, ARNP, MCH Vice President and Chief Nursing Officer at MCH was written by Robert Westfall, RN, MSH, Clinical Nurse Specialist and Faculty of the Mercy Hospital School of Practical Nursing.

Dear Ms. Gonzalez:

In keeping with my philosophy of giving recognition when recognition is due, I am taking this opportunity to inform you of the great experience I had at your facility. I strongly commend each and every staff member of 3 Northeast. They openly welcomed my students and me for three clinical rotations. There was always a gracious smile on their faces – even when the unit was very busy. They provided valuable clinical experiences and learning opportunities. It is evident that the 3 Northeast staff is truly invested in the well-being of every child on the unit.

Miami Children’s Hospital certainly lives up to its good name and reputation. I am proud to be an indirect part of the Miami Children’s experience and I am deeply appreciative of the learning experiences your facility and your wonderful staff have provided.

In addition, I’d like to thank **Natasha Melbourne** in Education and **Linda Nylander-Housholder** for providing a thorough, high quality orientation for the students.

Until I visit again next summer, may you and the special staff of 3 Northeast continue with the great work that you do.

Sincerely

*Robert Westfall, RN, MSN*

### MCH Team Presents at Annual Meeting of American Assembly of Men in Nursing

*By Leon Melbourne, RN, BS and Alexander Molina, RN, BSN, BA, Miami Children’s Hospital, PICU*



A team from Miami Children’s Hospital shared information on some of the hospital’s successful nurse recruitment strategies at the 28th annual meeting of the American Assembly of Men in Nursing (AAMN) held in Nashville last December.

Maria “Bing” Wood, MSN, ARNP; Natasha Melbourne, MSN, ARNP; Leon Melbourne, RN, AND, BS; and Alexander Molina, RN, BSN, BA conducted the presentation, focusing on recruitment strategies utilized here at MCH that have been successful not only in increasing awareness about the profession of nursing, but also in bringing new nurses into the MCH Family.

Highlights of the presentation included a discussion about The Future Nurses’ Club at Coral Reef Senior High School, the GN to RN Educational Achievement Tract (G.R.E.A.T.), male nurses in the PICU and a brief history of men and women in nursing. MCH’s presentation closed out the 2002 Assembly and was an invigorating and welcome change of pace for the audience. The crowd and members of the AAMN responded to the presentation with warm applause and many were eager to meet the Miami Children’s Hospital presenters. The AAMN were so impressed with MCH’s presentation that it invited the presenters to participate in next year’s presentation as well as other educational programs.

The AAMN is a voice for diversity and for the development of community consciousness among nurses. Men in nursing have had a long and exciting history. However, they remain a very noticeable minority in the mainstream of nursing. As of late, male nurses have been the focus of many forums due largely in part to the critical nursing shortage facing this country. The main objective of this Assembly was to provide information and share opportunities that might help in the battle to end the nursing shortage. Many of the presentations were based on detailed thesis studies that pinpointed troublesome issues, including biases toward males.

Registration for Leon and Alex was funded by Nurses Charitable Trust District V, FNA.



## Moments in Nursing: Reflections of MCH Nurses

**N**urses from throughout the hospital were asked to tell why they entered pediatric nursing, and to share some of their most memorable or funny moments. Here are some of the beautiful and amusing responses we received!

### Why did you Become a Pediatric Nurse?

I became a pediatric nurse because I always enjoyed children and babies. A pediatric nurse has to do with different parameters, ranges and sizes and needs based on developmental stages. They all have the following in common: they need their side rail up, and love, care and a smile.

—**Grace Rodriguez, RN, Amb. Surg.**

I started working with adults, thinking I did not want to go into pediatrics. When I began doing clinicals here, I went to the Oncology Unit and fell in love with the kids. Since then I became a CPN, RN and now I'm an MSN.

—**Daisy Mora, ARNP, MSN, Amb. Surg.**

When I was 3 years of age, I was a patient here at what was then called Variety Children's Hospital. I remember it being a pretty building (it then looked like the White House with a big circular drive). Cartoons of Snow White were painted inside on the walls. The nurses all wore white and were so sweet, but they were no substitute for my parents and family who were restricted to visiting hours only. I wanted to make sure that parents and children were not separated, so I became a nurse to work towards these changes. While here at MCH, I have served on the Family Advisory Council and taught parenting classes to parents of neonates. Healing starts from within and nothing heals like a child's happy heart.

—**Sandy Wehking, RN, Amb. Surg.**

I love children and love to be around them.

—**Maria Carracedo-Sanchez, RN, PACU**

Because children are easier to care for and it feels more rewarding.

—**Trang Huynh, RN, OR**

Once upon a time I was a new nurse. I remember I wanted to be a nurse to help people. I had no idea at the time that I would have the privilege of interacting with so many individuals on such an intimate level. I have laughed with families and cried with families. I have felt respected by families for my knowledge and judgment. As a nurse, I feel the work I do is of life-changing value. I like making a difference in the lives of people who walk through our doors seeking our help for their littlest family members.

—**Cindy Ellis, RN, O.A.**

I decided to go into pediatric nursing while in nursing school. I was walking beside my instructor and had just changed a burn dressing on an abused child who had been immersed in scalding water. The child was in pain and I had to do this dressing. The child would not stop holding onto me, hugging me, almost comforting me.

—**Anonymous, RN, OR**

I have found that children are so special and need the TLC that I want to be able to give in this profession.

—**Ann Servies, RN, 2 East**

I decided to go into pediatric nursing when the hospital was still called Variety Children's Hospital. At that time there was a big "variety" in our ICU, from small premature babies, to toddlers, children and teenagers. I later chose LifeFlight™ transport team because, to borrow a line from the 1981 Academy Award movie "Chariots of Fire," "God made me a nurse. When I do transports, I feel God's pleasure."

—**Sandy Stroberg Frank, RN, LifeFlight™**

It is very rewarding when children you are taking care of respond to your kindness. I've never had any children, so this is the next best thing. Plus, I feel that all of the staff enjoys themselves because of the fact that we work with kids. I can't imagine working anywhere else.

—**Carolyn Domina, RN, Director Surgical Services**

I have always liked kids, even when I didn't know what I was going to do. Pediatrics was my field of choice. I'm a kid still.

—**Chris Wolary, RN, OR**

I went to nursing school knowing that I wanted to be a pediatric nurse. I have always loved children.

—**Kelly Puello, RN, OR**

### What has been your funniest experience in nursing?

A 6-year-old child went a little wild when waking up from anesthesia in the Recovery Room. She was thrashing around on the stretcher. To keep her safe, I gently laid my upper body across hers. When the pain medicine took effect, she calmed down and said, "Lady, will you get off of me?"

—**Linda Foley, RN, PACU**

As a new ambulatory nurse I had a funny thing happen with a 3-year-old patient who had just undergone a circumcision. He was wearing a plastibell, the little gadget that stays in place until the foreskin falls off seven to eight days later. I was explaining to the parents about the plastibell when this little face looks at me and says loudly, "I don't want my peepee to fall off." We all roared with laughter.

—**Grace Rodriguez, RN, Amb. Surg.**



As a new nurse, I was working nights in PICU. I was taking care of a patient who had overdosed with Tylenol and was being treated with what was then the normal protocol, 17 doses of mucomyst. Now, those of you who have taken care of such patients know how bad mucomyst smells. I had a reject vial of mucomyst that exploded when I was withdrawing the medication. And guess who it exploded on? Yes, I smelled like rotten eggs for the rest of the shift.

—**Heidi Curran, RN, Amb. Surg.**

When I was in the Recovery Room, one of my patients needed to void. He was older and couldn't manage to do so while lying down. There were three RNs, one on each side of the young man to hold him upright and a third holding the urinal. He started to void and all of a sudden urine was not going in the urinal, but all over the room. We all started to laugh, including the patient. It must have been a sight.

—**Chris Wolary, RN, OR**

When I was working in the PICU, my patient's mother pointed to another patient's bedside and said, "Look, a bird." I thought she was looking outside and then suddenly realized there was a little brown bird sitting on the IV pole. The bird started flying all over the unit and we had to chase it with sheets until we caught it and put it outside.

—**Kelly Puello, RN, OR**

On transport from a local hospital to pick up an 8-year-old with a broken bone, I explained to the child that we were going to take him to Miami Children's Hospital to see a special "bone doctor." On the ambulance ride back to MCH, I asked him about school and his family. He paused and said quite seriously, "That bone doctor. He doesn't have any skin on?"

—**Sandy Stroberg Frank, RN, LifeFlight™**

### **What is your most memorable nursing moment?**

Every day in peds is rewarding. No matter what test, procedure or medication we have to administer, the little angels manage to smile back at us. Take it from me. I was an IV nurse for three years and continue to serve MCH and our kids in all sorts of departments and different areas. As a nurse, sometimes a day can be frustrating when your patients aren't getting better and you see suffering. But I always try to remember that I make a difference every day that I come to work.

—**Grace Rodriguez, RN, Amb. Surg.**

I had a patient who was dying of cancer. He was 21 and I was participating in a conference with him, his parents and the doctor. He had to decide if he wanted to undergo a brain autopsy. He made a remark that lightened up the mood by saying, "Well, how are they going to cut me?" I asked him what his concern was. He responded, "I don't want to look ugly in my coffin."

—**Daisy Mora, ARNP, Amb. Surg.**

The first time one of my patients told me that they loved me, I cried when leaving the hospital.

—**Maria Carracedo-Sanchez, RN, PACU**

After a hypospadias repair, parents asked for me to come back to ambulatory so that they could thank me and tell me how comforted they felt with me caring for their son.

—**Trang Huynh, RN, OR**

My most memorable moment was when a little girl looked into my eyes and asked if I could stay with her because she was scared. It was rewarding because I felt I really helped someone.

—**Yulie Giralt, Extended Care Assistant**

When I see new nurses that I have oriented and shared my knowledge with begin to "fly" on their own.

—**Anonymous, RN**

I had a patient who was part of a gang and was in MCH for an infection in one of his gunshot wounds. Many nurses were reluctant to care for him because he was mean and very negative toward life. He was in the hospital for quite a while and I became a regular nurse for him. Working together with a physical therapist assistant, we were able to turn his attitude into a positive one and taught him that with respect for others, he will go further in life. By the time he was discharged, he was a totally different person and had made some lifetime decisions that would get him away from gangs and get him on the right track to a more successful life. He made me feel that I was actually making a difference in someone's life.

—**Ann Servies, RN, 2E**

One of my patients was a friend of my daughter and we all bonded right away. I was in on her surgery and my daughter had surgery also. They were both on the same floor and both needed me. I was hopping around from room to room. The family and patient were very appreciative of me for all my caring and tender touch.

—**Chris Wolary, RN, OR**

In taking care of a baby with sleep apnea who required being on a ventilator at night, the parents promised me that I would get an invitation to her wedding. I have attended her wedding and learned that she still requires a ventilator at night when she sleeps. Another set of parents recently promised me an invitation to their daughter's wedding. I hope that I will still be working at MCH when I attend that wedding!

—**Maria Fernandez, RN, ARNP, LifeFlight™ Director**

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## MCH Wins Florida Nursing Association District V Awards

 iami Children's Hospital has won the 2003 Florida Nursing Association (FNA) Award for District V (Miami-Dade area) for "Promoting Environment for Excellence in Nursing Practice." This award is bestowed upon an organization that creates a work environment supportive of professional nursing practice. To win the award, MCH demonstrated that it: supports innovations in nursing practice, utilizes management strategies that facilitate the individual and collective needs of nurses, fosters quality patient care, facilitates ongoing professional growth, promotes a safe and healthy work environment, and communicates a professional image of nurses and nursing.

Also, Dottie Thomas, RN, and Jill Tahmooressi, RN, received FNA District V awards as follows:

**Dottie Thomas**, RN, received the Community Action Award. This award is presented to the group or individual that contributes to the health and welfare of the community through health care and education, and develops and implements a program to

enhance the quality of life in a community. Congratulations, Dottie!

**Jill Tahmooressi**, RN, received the Nursing Student Liaison Award, presented to a FNA member who demonstrates outstanding efforts to promote professionalism in nursing students. Congratulations, Jill!

All three of the above awards were presented at an FNA luncheon held April 26 at the Hotel Intercontinental in downtown Miami.

### New Use for Well-Known Drug

Did you know that MCH is the first hospital in the southeast to use Viagra to treat newborns for pulmonary hypertension? The well-known potency drug has given many babies a second chance at life. Dr. Ahmed Soliz and the MCH neonatology team have been using Viagra on infants for years to ensure that the babies have the best possible chance for healthy lives.

  
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