

Karla Estrella 00:09

Welcome listeners to the NYU Langone Nursing Station podcast. This series will highlight nurses coming together to share information about daily professional practice and initiatives to improve patient outcomes. In today's episode, we will be discussing the DAISY award program. Just a reminder, this session is eligible for contact hours and in disclosure in compliance with ANCC's Commission on Accreditation. This educational activity does not include any content that relates to the product and or services of a commercial interest that would create a conflict of interest. So my name is Karla Estrella. I am a Nursing Quality Specialist and also the DAISY Program Coordinator at Long Island campus.

Michele Rasmussen 00:58

And my name is Michele Rasmussen and I am a Nursing Quality Specialist and the DAISY Program Coordinator here at Tisch Kimmel.

Karla Estrella 01:05

We are excited for our campuses to come together to discuss our DAISY program and we have some expert panelists here today joining us from across the health system. So why don't we start off with some introductions. Please include your name, title and campus you're from.

Zoila Nolasco 01:23

Hello, my name is Zoila Nolasco. I am the Nurse Manager for Gartner 2 at the Long Island campus.

Shanice Wright-Joseph 01:30

Hello, my name is Shanice Wright-Joseph. I am a Clinical Nurse in the SICU at Brooklyn campus.

Keldia Rodriguez 01:39

Hello, my name is Keldia Rodriguez. I am a clinical nurse at PACU in the Orthopedic Hospital campus, LH.

Gail Geraghty 01:48

And my name is Gail Geraghty. I'm the Senior Director of Nursing for Nursing Professional Practice here at the Tisch Kimmel campus. But I'm actually on this podcast as a family member who nominated a DAISY winner.

Karla Estrella 02:02

Thank you for joining. So we'll start off with learning about what the DAISY program is about. Michele, can you give us a little background about the DAISY program?

Michele Rasmussen 02:13

Yes, the DAISY Foundation was established by the family of J. Patrick Barnes who passed away in 1999 from complications of the autoimmune disease ITP. During his hospitalization, they deeply appreciated the care and compassion shown to Patrick and his entire family. His family wanted to turn their grief into something positive and create something that would capture Patrick's very special spirit and they created the DAISY Foundation, DAISY being an acronym for Diseases Attacking the Immune System. Their mission was to express gratitude to nurses with a program that would recognize them for the extraordinary, skillful, compassionate care they provide to patients and family. DAISY nominations can be from a patient, a family member, a colleague, or anyone who really experiences or observes the extraordinary compassionate care being provided by a nurse and then each nomination is actually reviewed by a selection committee, where they are scored based on a rubric and the unit identifiers and the names of the nurses are removed when they ascend to the selection committee, so they really truly are unbiased nominations that are scored. Each DAISY Award honoree is recognized at a public ceremony on their unit and receive a beautiful certificate, a DAISY Award pin, and a hand carved stone sculpture entitled a healer's touch. Additionally, everyone on the unit will celebrate with cinnamon rolls, which was a favorite of Patrick's during his illness. The Barnes family does ask that whenever and wherever a nurse smells that wonderful cinnamon aroma, they stop for a moment and think about how special they are. In addition to celebrating the DAISY winners, every nurse who is nominated receives a copy of their nomination, a DAISY pin, and a letter of appreciation. DAISY is actually an evidence based form of meaningful recognition. It contributes to a healthy work environment, improves nurse engagement and patient family experience. It speaks volumes of the relationship between patients and nurses.

Karla Estrella 04:16

Thank you, Michele, for that wonderful information and the history of the DAISY program. So Michele, what do you like about being the DAISY coordinator?

Michele Rasmussen 04:25

Well, I have been the coordinator for just over two years now and I've been a nurse here for 25 years and when I tell people I am the DAISY coordinator, some of them actually laugh because they know it is perfect for me since I am one of those nurses who has saved all of my notes, my cards, my letters, and anything that I have ever received from a patient. Sometimes I feel that it's just good to look through those when I have a tough time or some moments of uncertainty in my career. Sometimes as a nurse we don't always truly know the impact that we have on our patients and families. However, from my personal experience of having family members in the hospital, I do see the impact that nurses have on families. In fact, recently I went food shopping after work one day, and I had my NYU sweatshirt on, and a woman asked me if I had worked there and she proceeded to tell me how she had her baby here about six years ago, and how the nursing staff took such amazing care of her baby who was diagnosed with a heart condition. Honestly, this conversation that I had with this woman who I did not know in the food store was a real true testament that even after many years, we can have such a lasting effect on our patients and families and through the DAISY program, we're actually able to publicly recognize our nurses for the impact that they have had on their patients and families. My favorite part

about being a coordinator is to see the nurse's reaction when we surprise them on the unit. Some of their reactions are really priceless. What about you, Karla?

Karla Estrella

Well, before we get to that, I wanted to ask you, did you give her the QR code if she would like to nominate that nurse from six years ago?

Michele Rasmussen

No, I didn't. But that actually would have been a great idea and she did know the names of the nurses and I actually did let the nurses know. So I didn't give her the QR code, but good thinking Karla. Maybe next time!

Karla Estrella 06:17

Maybe next time, you should keep some in your pocket, even for grocery shopping. So about me being the DAISY program coordinator. So I have seen this program for about a year now and this program has special meaning to me because I started my nursing career during the COVID pandemic. Recognition programs like DAISY keeps us nurses going and it reminds us why we do what we do and the meaningful difference we make to our patients. I always joke around to my colleagues and my peers that because this program meant so much to me, I'm going to have to name my first child Daisy. I also had the privilege of meeting the parents of Patrick Barnes at the Magnet conference and the first thing they said was thank you for everything you do as a nurse and the impact you make and just hearing that and meeting them in person was certainly an experience that I would never forget.

Michele Rasmussen 07:11

Wow, that's amazing that you met the parents. I'm sure that really must have been significant for you, given that you are a coordinator, and that you actually tell his story at every ceremony that you go to on Long Island. So that's really wonderful and I'm glad that they actually thanked you that must have really only been nice.

Karla Estrella 07:30

Yes, and at the Magnet conference, the DAISY Foundation had a dedicated booth promoting the program. They also shared benefits of being a DAISY Award honoree that includes scholarship opportunities and grants.

Michele Rasmussen 07:44

Can you tell me a little bit more about any of those benefits?

Karla Estrella 07:48

Absolutely. There are numerous benefits and additional opportunities for DAISY honorees such as reduced tuition from Chamberlain University, other conference scholarship opportunities, and also special rates on certifications, just to name a few.

Michele Rasmussen 08:04

Wow, that's really a lot of benefits to being a DAISY honoree and since it is a nationally recognized program, nurses can actually highlight this on their resume and on their CV and it's really something that's recognized. So it's great. So let's shift gears just a little bit and hear from our panelists. So Zoila, can you tell us a little bit more about yourself and your current role as a DAISY committee member?

Zoila Nolasco 08:28

Sure. So I have the privilege of being on the selection committee here on the Long Island campus and it's really amazing to review the experts in nursing who are excelling in their connections with their patients. Many times when we review these stories, you know, we see how we truly are impacting our patients and their families and what's upsetting to me about it is that I can't pick more than one when choosing a nominee. So a lot of these stories are very intimate and very well thought out when a family member stops even during that critical point in time when they've had a family member here in the hospital. But they've been so impacted by one of our team members to share their stories. So it's truly a privilege to be on this committee.

Michele Rasmussen 09:10

Yeah, I bet it's really great to hear that they really make an impact and I think that nurses sometimes don't realize the impact that they actually do make and you say that you wish you can choose more than one. But the good news is that all of our nominations do receive a DAISY pin and they get a copy of their nomination and a certificate. So it's another form of recognition, which is great because all of the nurses can have a little recognition from the DAISY program. So you mentioned you were a nurse manager. Do you promote the DAISY program on your unit? Do you have any tips or tricks for promoting the program?

Zoila Nolasco 09:46

Absolutely. So we definitely do promote, we share with our teams. So our nursing assistants, so our CSA or so our nurses can not only nominate each other but we also strategically placed this QR code that Karla was talking about, and our DAISY nomination form in our patient welcome folders, so that all our patients have that opportunity and if it's not our patients that they share with their family members as well, to take on that opportunity. Along with huddles, leadership rounding is really where we also strategically have this as a point of our discussion and it's always lovely to hear when a patient says, you know, what, your team member, just shared a personal story about our team members, and say, your team member really did this for me, or how they provided or excelled at their service and that's my point in time to just say, you know, what, have you seen our DAISY nomination form, and we really just discuss about how they can share their personal story with this team member, and then we can bring it forward. So we definitely have been consistent with the messaging and look forward to multiple nominations so far and I have one sitting right here that I can't wait to give to her nurse.

Michele Rasmussen 10:56

Oh, that's wonderful. I'm so glad to hear that. It sounds like you're really consistently promoting the program so that our nurses are highlighted and recognized consistently.

Karla Estrella 11:05

Yes, thank you, Zoila, for sharing that I know, as a coordinator, I also have an opportunity to promote our DAISY program here in Long Island. We also have Shanice here, who is one of the DAISY honorees in Brooklyn campus. Welcome, Shanice. Shanice, can you tell us a little bit about yourself and your recent experience about receiving the award?

Shanice Wright-Joseph 11:06

Sure, I have been a nurse here at NYU Brooklyn for about two years. Receiving the DAISY Award, I was very surprised. My manager just openly... well, she gathered everyone. I floated that day and she came down to Augustana, which is the unit that I was working on and she's like, you know, you have to come to the unit, we have something prepared for you. And we're just talking casually and I went upstairs and I see the big poster and all the bigger Ed's are surrounded and it was honored to receive the DAISY Award in the month of January. So yeah.

Karla Estrella 12:11

What a wonderful experience. I do enjoy, especially when the presentation is a surprise and I just love seeing the nurse's expression and having the rest of their colleagues congratulate them and just being so happy for them. That's certainly one of my favorite parts of the presentation.

Michele Rasmussen 12:28

And what about you Keldia? Can you tell us a little bit about yourself, I know that you've been nominated several times that we'd love to hear from you.

Keldia Rodriguez 12:37

I've been in nursing at NYU, just for one year, I consider myself a baby nurse at NYU. I've been a clinical nurse for four years but I've worked in the medical field for 11 years total and I was exposed to the world of nursing early in my life. I just want to give you guys a little background. My father was diagnosed with osteomyelitis. For those that don't know, it's a bone infection when he was a child and this was going back to the 1940s and 50s. As a result, his left leg was entirely amputated from the hip bone and I accompanied him to many of his revision surgeries and his doctor's appointments and little I knew that my curiosity to help him heal would turn into my life calling to help others heal and I ended up in the orthopedic hospital. Getting into nursing was not a straight road for me due to socio-economic problems. But that didn't stop me from continuing to help and serve the way I could. So going to the nomination, just like Shanice, it came by surprise to me. Our Senior Director from Nursing Quality, Miss Pat Lavin, was reading out loud the stories. I felt like I was just there as part of the staff that was listening, because I was the honoree and there were other nominations. So when I'm listening to it, I'm like wow, so sweet. So nice. What an honor the patients are so nice telling us how they felt what they did for you. But it never occurred to me that those stories, four of them were about the patients that I took care of. So again, the sense of pride I felt was measurable and positively impacting and even compared to those nurses that once took care of Mr. Barnes is very inspirational. I am grateful for being recognized and acknowledged for my work, my dedication and my compassion of care. This is something I do every day. I call it my regular job, and I am honored

to be nominated for an award that highlights exceptional nursing practice and embodies the values of Nursing Excellence. I received the award in February. I feel inspired to continue providing high quality care and making a difference in the lives of patients and their families with, of course, the support of NYU, its leadership team, and my colleagues. I couldn't do it without them. I look forward to continue my professional growth and inspire others, not only for the DAISY award, but to continue to provide the same care as I've been doing. So thank you.

Michele Rasmussen 15:24

Wow, that's amazing. I loved hearing that story. So you had several nominations that came through and you didn't know they were for you when they were reading it, you really must have been surprised. I think that's definitely one of the best parts about being a coordinator is really seeing the expressions on the nurses face, because everyone is so surprised that they're like, oh, that's for me? Just the other day, when I gave a DAISY award, one of the nurses had tears in her eyes, she just couldn't believe that this patient had remembered her. So I'm glad to hear that it inspires you to provide, you know, even the highest quality care and compassion that you do every single day. And knowing that you have made this significant impact on your patients is really great to hear. Thank you for sharing.

Karla Estrella 16:10

Thank you to our DAISY honorees. Now we're going to shift gears a little bit and hear from someone that's actually been on the other side of this, who was a family member. Gail, who took the opportunity to nominate a nurse. So Gail, why did you nominate the nurse that took care of your family member?

Gail Geraghty 16:31

Well, you know, that's a good question. We started DAISY a few years ago, and at first, Michele will tell you, I was a little bit skeptical on whether or not it would have a big impact on the recognition of our nurses or not, or whether or not people would take it seriously. But pretty soon I saw that it really made people feel great and appreciated for the work they did and those who go that extra mile always seemed to be recognized. It seemed to be that every time we said 'Do you endorse this person for an award?' they were always like, of course, of course, they could be nominated five times over, that seems to be a recurring theme. So I nominated my mother's nurse on the day that she died for the DAISY award for a reason. So let me just give you a little bit of a background. So my mom had been disabled for a lot of years, like couldn't walk that kind of thing, but mentally 100% intact and she was 88 when she died and this will play in a little bit. But my sister, I have a sister and a brother and myself and we were all very, very close to my mom. She woke up on a Monday morning, and you know, you replay these events in your head, she woke up fine on a Monday morning, and she called me at work and she's like, Gail, I need you to come home. I just don't feel great and she never would do that. Never. And so I like jumped in the car to get home and to make a really long story short, we brought her into the ER and she had an abscess in her stomach. So they told us that they were going to be able to drain it that we could possibly be able to, the next day take her, but they were going to put her in the ICU because she had a little bit of a septic picture. Okay, great. So fast forward to the next day, 24 hours after we brought her in, we start off the day, okay, she's gonna go to an interventional

radiology. Hopefully they'll be able to drain it, we'll be able to get her some antibiotics and get her home, we'll be in a good place. Well, they couldn't drain the abscess because of its location. So we had to switch really quickly from trying to save her life to end of life care all in one shift and my mom's nurse, her name is Krista, started off the day encouraging us supporting us to thinking about what we would do down the road if we went one way and then after the test, she quickly transitioned us with support and care to more of a hospice end of life picture asking us what we wanted and how to take care of us. I really think the way she was able to pivot and again, she was an ICU nurse but the way she was able to pivot from support and encouragement, we're gonna go down the save your life path to we're gonna totally take your family down the what can we do to meet all your needs for an end of life situation, she was absolutely amazing. Any of us who have ever taken care of a patient whose family member's a nurse know what kind of a nightmare that can be right? Like you don't even want to go near the room. You don't want to be involved and then have the nurse be the Senior Director of Nursing on your campus. It's not good, right? It could not have been a comfortable spot. But she didn't even make it feel like it was uncomfortable at all. She really anticipated all of my mom's needs and my family's needs to be honest, and maybe my needs most of all, like she didn't have me calling any medical shots. She let me just be a daughter in that situation. She could read my nonverbal and verbal cues as to what I wanted her to do and she really made like the worst day of my life bearable with how she cared for my mom and our family, I could never say thank you enough and that night when I went home, it occurred to me, I'm like, you know what, like, all of a sudden DAISY popped into my head and I'm like, you know what, she really deserves a DAISY Award for how she like handled the day. She did everything perfectly. And you know, like a fruit basket or a thank you card just wouldn't seem right. It just seemed to me that she should have a DAISY Award. And so I wrote it and I'm the world's worst writer. But that night, I was just able to write this letter fairly easily. And I wanted to just say that I will forever be angry at Michele Rasmussen, because she made me read the letter at the DAISY presentation to this nurse and to make it really full circle, where we do DAISY on that unit is right outside of the room that my mom passed away in. So it was like a big full circle moment with me crying and giving it to the nurse reading the letter right in front of the room. So it was actually very, very special, I think, for all of us.

Karla Estrella 21:08

Thank you, Gail, for that wonderful experience that you shared with us today. And I disagree, I read the letter myself and what can I tell you I was in tears.

Michele Rasmussen 21:19

Yeah, and Gail. I mean, I think being a family member, but also being a nurse is so significant, because you truly do understand what it's like to be a bedside nurse and to pivot from helping someone to try to get better, but then transition and so you truly know what Krista had done that day and obviously, you and your family will never forget that last moment, but Krista was there to actually make it a little bit more bearable, hopefully for all of you and provide you with that compassionate care that you needed at that time.

Gail Geraghty 21:51

Absolutely. And if I can just, you know, something that's interesting is if anybody knew my mom, right, first of all, she would say thank you for everything, like thank you, thank you. And in some ways, it's annoying to our family. But in some ways, it's perfectly fitting that my mom's last words were to Krista. And it was she said, thank you the only thing she said the entire day when Krista was putting her back into the bed. Krista, when we came back up to the room, she said, Your mom said thank you to me. And we were like, Okay, and so this DAISY Award, it really just made me feel gratitude that my mom was able to say thank you one more time to Krista through me, right and so it was just like a perfect ending, that I was able to feel a little bit connected, which made me a little sad, but feel happy that I was able to show this appreciation. But you know, one more time and even being on this podcast in some way, if Krista listens to this is one more thank you to my mom for the care that she gave that day.

Karla Estrella 22:53

And thank you goes a long way, to your point. So we're going to end this podcast by asking everyone to give us one word to describe what the DAISY program means to them. For me, I would say extraordinary.

Michele Rasmussen 23:09

For me, I think I would say meaningful.

Zoila Nolasco 23:13

For me, I would say it's about impact.

Gail Geraghty 23:16

For me, it's appreciation.

Keldia Rodriguez 23:19

For me, it's remembrance.

Shanice Wright-Joseph 23:21

And for me, it's exceptional.

Karla Estrella 23:24

Thank you so much for joining us today and highlighting the many benefits of the DAISY program. We hope that our listeners found this discussion helpful. For any questions or comments please email #nursingstationpodcast. Also, as a reminder, this session is eligible for point 0.5 hours. A survey will be posted with the recording please access and complete the evaluation to obtain the certificate.