



Kerry Thompkins, BSN, RN - Ambulatory Care Outpatient Surgery    January 23, 2017  
DAISY recipient

First and foremost, this nomination comes as a patient/visitor, not as an employee. As a mother of a 26-year-old special needs son, we have spent many days and nights in the healthcare setting. This includes acute care hospital stays, outpatient surgical visits, specialty clinic visits and more. My fear is always the same. Will the person taking care of my son understand that he is different? Will they take a minute to try to figure him out? Will they laugh at his incredibly silly jokes? Will they realize that he is really a very intelligent person yet he doesn't fit quite perfectly in this world we call "normal?" Will they treat him with RESPECT?

On the way to have an outpatient procedure in October, my anxiety was present once again. As we walked back to the pre-op surgical area, I walked Kerry to greet us. This lady is a precious gem. I don't think I have ever had anyone work with my son that he enjoyed more. She explained to him everything that she was going to do (explained to him, not to me). She calmed him as she started his IV. She laughed with him. She joked with him. She answered his 100 questions. She made his experience better. It was truly the best experience that I have ever had in regards to his health care workers. Kerry Thompkins, RN delivered extraordinary care to my very special person.

Submitted by Teresa Fry, RN, Director Home Care