Sometimes respecting others is as simple as following the “Golden Rule.” Dr. Jan Brown does that every day. Even in the hustle and bustle of the emergency room, he takes time with his patients and checks on them frequently and provides prompt updates. Colleague Catherine Sutton says, “Dr. Brown is a perfect example of what it means to be a great doctor. He has great bedside manners; treats patients, families, colleagues and students with the utmost respect and always says please and thank you.”

When asked how he felt about winning the award, Dr. Brown said, “It feels great being part of such a fantastic team here at UTMC.”

Respect

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Access

Megan’s nominators say she consistently goes above and beyond. She often puts in many hours of her personal time to work on special projects like a script for a patient education video and a board to communicate and track her department’s improvement in NRC Picker customer satisfaction scores. Nominator Nancy Gauger, RN, Surgical Services Operations Supervisor, said, “The spark of Megan’s enthusiasm and commitment to excellent patient care can only ignite those who work with her to action.”

“It is really amazing to know that you’re doing your job well and that you made someone’s experience at the hospital better,” says Megan. She adds, “I really do try to come to work every day with the best attitude I can in hopes that maybe I will brighten someone else’s day!”

Excellence

Lindsay recently helped to coordinate the efforts of the Humane Society and Planned Pethood to care for over two dozen cats at a patient’s home. With the family’s support, she even made several trips to the home herself to assist with collecting the animals and making sure they were all properly placed. This helped to alleviate a burden from the family and provide comfort to the patient during a difficult time. Physical Therapist Sara Myers says, “Lindsay’s selfless dedication to the social needs of this patient superseded her job duties. She keeps the patients’ best interests at the top of her priority list.”

Lindsay was very excited to have been chosen and adds, “Sometimes you feel like your hard work goes unnoticed. I feel appreciated for the work that I do.”

The iCare Shining Star Award recognizes UT Medical Center and UTP faculty, staff and/or students for their outstanding contributions that exemplify and support the mission of UTMC and the principles of the iCARE program.