

Lakeisha Dixon

54. Ownership: She goes above the call of duty. She often voluntarily comes in when there is not enough staff to support her floor. She ensures that staff stay informed and patient's and family members are taken care of. In an effort to maintain a healthy work environment and make sure staff felt their voices are heard, she decided to rebuild the "Unit Based Practice Council." She independently sought the guidance of Nursing Congress, and became an active member and designed an entirely new structure for her UBPC team. She conducts the meetings in a professional, ethical, and supportive manner. She directs the primary focus of the council to provide optimal outcomes for our patients and families. She exudes our mission, vision, and values and surpasses our expectations on a continual basis.

Teamwork: She assists all of the staff working with her with their daily duties in addition to taking a full assignment herself. This individual works tirelessly to ensure her team members are supported to the best of her ability. She recognizes the importance of working together as an interdisciplinary team to achieve optimal health for the population served. This individual carefully assesses the strengths and areas of needed support for all of her team members and takes the time to meaningfully recognize the strengths and further develop each individual. She brings positivity and light on even our most difficult days.

Communication: She communicates with her staff, ancillary departments, and management frequently throughout her shift. She does so with respect and pays close attention to detail. She establishes a spirit of inquiry to ensure a just culture has always been maintained. She is able to accept constructive feedback and deliver it with grace and dignity.

Compassion: She shows compassion not only to her patients, but to her coworkers as well. She often assists in bringing the unit together when one of the staff has had a death in their family. Each day she provides empathetic and compassionate care to patients and families. She encounters patients experiencing fetal demise, terminal stages of cancer, mothers who have delivered premature babies, pediatric patients, and postoperative surgical patients, and continuously provides individualized and extraordinary care to each of these populations.

Shining Moment: Our manager requested that she stay during Hurricane Florence and provide additional leadership for our floor. She stood in the gap and provided outstanding leadership to staff who had been locked in for 6 days. The first day I met this individual, I learned that her sister was actively dying from cancer and had come to the area to be with her. I could not imagine the pain and internal struggles she was experiencing and yet she came to work each day with a smile on her face with a spirit and strength that uplifted us all. Her strength is beyond description and when I observe the care she provides, to each and every patient, I feel sure that they are all being cared for in the exact same manner she cared for her own sister. Not a day has passed since I met her where she has not provided a supportive hand to her team, a compassionate hug to a family member, or demonstrated the true beauty of being a nurse.

