

## RoseAnn Goesswein

**OH 2. Ownership:** She takes ownership in everything she does from rounding on patients to making sure units are staffed appropriately. She reviews schedules in advance to make sure unit is covered. She actively serves on Nursing Congress. She encourages and assists staff to participate in clinical ladder. She also assists with unit practice councils.

**Teamwork:** Always willing to jump in and assist in all areas that she oversees. Frequently works over 12 hours a day (and she is only supposed to work 8!) in order to assist with patients needing transfer to NH or additional unit needs. She serves on SMAT team and assists on weekends in the emergency departments.

**Communication:** She assists staff with communicating needs to physicians when they don't respond to perfect serve or texting. She supports staff as they communicate with surgeons who are not always happy to be contacted regarding orders or H & Ps.

**Compassion:** RoseAnn assists staff to find coverage when they need off. Along with our manager, she rounded on over 12,000 patients, visitors and families in the last year. Always cognizant of families in need. She recently ordered snack trays for 90 year parents waiting on their family member to come out of surgery. She realized family had not eaten all day and did not have money.

**Shining Moment:** After Hurricane Florence, she realized that 2 mothers and their 4 children under the age of 2 had walked from Jacksonville to a shelter near her home in Hampstead. Their home had flooded. The children had not eaten, did not have bottles, diapers, food, etc. The shelter had given them powdered milk. The family only had the clothes on their back. After leaving New Hanover child care where she had worked a long day, she purchased and took clothing, diapers, wipes, formula, sheets, and 4 cribs to the shelter for the children. This was all purchased with her own money. Two days later, she found out about additional needs at the shelter and again spent her own money to take care of these needs. She did all this after working exhausting days and little sleep.

