SDC #1. Example Phrases from DAISY Nominations

| **Core Theme** | **\*Examples of General Phrases Reflecting this Core Theme** | **\*Examples of Phrases Describing Actions Reflecting this Core Theme** |
| --- | --- | --- |
| Courtesy & Respect | * She understood what I was going through and made me felt comfortable while here during my stay * She was the most compassionate attentive empathetic and selfless not only towards me but my newborn as well * Thanks everyone for making me feel respected, cared for and important * She made me feel like family and not like it was just her job to help me * She was very attentive and showed a lot of compassion * Was empathetic to my needs and frustrations with recovery * I promise you made a difference in my life | * Gave me a great shave/hair wash, really appreciate that * He also engaged in small talk which made any hint of loneliness fade away * Took the time out to pray with me in my weakest hour * She isn't afraid to share personal stories or offer a hug to patients who dearly need it * She even went out of her way to buy her a stuffed animal because she saw how much my daughter loved animals * Clearly loves his patients, and has great respect for the profession. This shows every minute by his attention to detail and his genuine interest in his patients as not only cases |
| Skill & Knowledge | * We were all amazed at her deep knowledge admixed with compassion. We can't predict the future but her care was life-saving. Florence Nightingale would approve * She is very knowledgeable and professional and her smile lights up the room * He is very helpful and informative * He is very patient and knowledgeable of his job. He answers questions effectively and accurately. * His level of care, compassion and engagement restored or faith in the medical community * She was patient and answered all of our questions * My nurse has been outstanding and skillful in my treatment | * Was not only highly knowledgeable with considerable experience, but treated what could have been a delicate and embarrassing experience with the highest level of respect for her patients' humanity and privacy * She took the time to hear me, to understand me and then she put the pieces of the team together and helped to advocate for my discharge * She came to hold my hand when I was going through a rather unpleasant procedure and in general, just served as my rock * She kept us informed about all tests and procedures * Whenever I get a different type of medicine than I normally take she tells me what kind of medicine and what the medicine does for me * Helped to make sure she was given her meds on time and explained why things were being done, how often, and what we needed to watch for\*\* |
| Reliability & Scheduling | * She never made me feel like I was bothering her, no matter how many times I would call for her * Has continued to check in on me despite his busy schedule * Fought for me when no one else would * Anticipated my needs beforehand and by the time I asked for something, she was already coming in the room with it * She always wore a smile when she came in and out of my room10,000 times! | * Even going as far as to changing floors in order to remain his primary nurses * She was able to solve timing issues on medication dispersal, contacted doctors and the physical therapist when asked or when I had a question that needed to be answered * She was vigilant in keeping on schedule with my pain management which greatly reduced the stress on me and my family * She even stayed past her 7:30 time to work with us |
| Explanation | * She took the time to explain my test results to me * Went above the normal to lessen my fears and explain things * Has been a fabulous nurse...careful to stay on schedule, explaining each medication, what it does, and how to best use it * Able to explain all processes in laymen term | * Without her help and input we would not have understood what was going on during these confusing procedures and changes being made for her care * All medication was giving on time, explanations of medicines were also given * Really took the time out to explain to me what was going on with my problems. She even took the time out to draw out pictures for me. That really gave me a better understanding to what was going on * He was patient with us and knew how to explain complicated material in a way our family could comprehend |
| Listening | * She is willing to listen * She is an excellent listener * she listened to me and responded in a compassionate, caring and helpful way | * In addition to me calling on her often, she stood and listened to my boring and somewhat lengthy stories. she was very pleasant and patient with me * I truly appreciate the fact that she was an active listener when I needed one * I guess this a reminder that we all need to be better listeners * She remembers what you have said and later connects it up to conversations |

\*Typos found in the examples were corrected for easier review

\*\*Removed medication type from phrase