

Mark Mandell

From:
Sent: Tuesday, June 7, 2022 4:43 PM
To: Yvette Boisclair; Mark Mandell
Subject: Fwd Annual Safety Training Program

Mark and Yvette,

Hope this finds you well.

We had our 5th iteration of the Safety Training Program yesterday. Nice to have it in person after 2 years via Zoom. I thought it went very well and was impressed with the continuous progress Hospital has made in resourcing high reliability programs.

Wanted to share the below feedback I received today.

Thank you again for making this happen! You have made a tremendous impact and helped us make some lemonade from life's lemons.

Best,

Ryan

Hi Mr.

My name is XXXX, I am one of the nurses currently employed at The Birthing Center at Hospital. I attended the safety conference yesterday in memory of your son Kenny, and while I don't want to take up too much of your time, I did really want to say hello and briefly mention the impact that your family has had on my life, both personally & professionally.

The very first year that the safety conference was held, I was actually at the tail end of my 6 month orientation on The Birthing Center. I had been a "different kind of nurse" for a couple of years, (my focus had always been adult health & medical surgical nursing) so I was brand new to labor, delivery, & postpartum/newborn care. It was a field

I felt passionate about entering for as long as I can remember and though nervous, I was excited to embark on this new journey. I have had the privilege of working on this same unit ever since, learning and growing truly every single day (well - every single night since I am a night shift nurse.) I wanted you to know that through everything I do, I think of your family constantly. I will never forget the words you said that very first year. I was so new to this field and despite what I thought I knew, I really wasn't sure what to expect. Your story and your family's experiences resonate with me still to this day, just like they did back then. We have a sign hanging up in our unit that I look at every day that says "Question for Kenny." I am often the nurse in charge & I precept many new employees. I am constantly sharing what this message means with the nurses around me, particularly the new ones that I am precepting. I learned from you very early on in my obstetric nursing career how important it is to question everything and now I try my best to be a resource and foster an environment that makes others feel comfortable to question everything as well. I wanted to thank you for instilling this mindset in me. I wish that I thanked you in person but I got nervous and wasn't sure I'd find the right words behind tears. I just hope that you & your wife know that while nothing could ever replace having him here, the impact of your son Kenny forever lives on in our hearts and the work that we do. Thank you again.