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**When did you start at Ingalls?**

I've been here 9 years.

**What roles do you play here?**

I'm on the Patient Care Committee. We look at patient satisfaction of the client/happy and want to come back to Ingalls. So you are looking at the reason and problems patients are not happy. I strive for patient satisfaction.

**Where did you study nursing?**

I graduated from Purdue-Calumet.



**Where else have you practiced nursing?**

I worked at Gary Methodist for about 3 years. I came to Ingalls and worked for about 2 years before leaving to do research nursing for a cardiac clinic. But I missed Ingalls and wanted to come back. I missed the patient care, my co-workers and gaining more experience as far as nursing knowledge goes.

**What about your dealings with physicians here?**

The doctors treat the nurses very well here. They respect you and treat you like a human being. You are more of an equal. They don't talk down to you.

**How does Ingalls compare to other places you've worked?**

I worked in the IMCU at Gary Methodist and the nurse to patient ratio was 1-to-5 there. I've gained a lot of experience here at Ingalls.

**How did you get your job at Ingalls?**

I found my job the first time at Ingalls on line. I went to the Ingalls web site. I got my Illinois license and started searching hospitals near my home. I live in Hammond. It's a great location and you don't have to pay a lot to get to work. I liked the pictures of the hospital itself. Then I had my interview and I wanted to see the floors and observe other nurses. I looked at their expressions and a lot of the non-verbal communication. Everyone was very welcoming and would smile when you would walk by. I had never had any perceptions about it, but from the site I was able to get an idea. I could tell it was a small hospital and not intimidating for a new nurse.



**What else made you decide to work at Ingalls?**

I looked at the behavior of the doctors toward the nurses. And the nurses with the various departments to see how they communicated. Did they slam the phones down? That's what made me want to come here, to this type of hospital. It's a good way of advancing your nursing education too, at Ingalls. You get active experience here. There are a lot of educational opportunities here and a lot of chances to advance your career.

Another thing I see with new nurses, is they have more training which is very good for them as far as getting more comfortable.

**Why did you come back to Ingalls?**

What brought me back was the management team. I have high regards for the nursing manager. You can talk to her when you have an issue to address. She treats her staff exceptionally well.

**What are the patients like?**

The patients that come here are more like family. They come to our hospital frequently. You get to know the patient and their family and you treat that patient



as if it was your family member at your bedside. That's the most important part of nursing.

**What is your approach to patients?**

My philosophy on patient care is to be compassionate and respectful and honest with the patient and the family member.

**What is most important to you about being a nurse?**

The most rewarding part for me is the patient care. I like to see them get well and go home with their loved ones. I like to see them improve. When I see that it makes me happy. I feel fulfilled in my life.

**Do any individual cases stand out for you?**

There was a patient who was having a bi-lateral knee amputation and was bleeding badly, but we couldn't tell from where. Her BP started dropping and she looked like she was going to code. The most satisfying experience was how the team that went in there with the crash cart kept talking to the patient to keep her calm during a serious issue. We were trying to find out where she was bleeding from. She lived and she came back to us. To know that you have the team support and know that you are not there by yourself when a critical patient situation arises is huge. That makes you feel so rewarded, when you have to explain the situation to the patient. You are their family; you're their support when their family is not around. It's the same thing with your co-workers. You treat each other with respect.

**What else made you choose to work at Ingalls?**

Proximity to my home was key. (The commute) had to be 30-40 minutes.

**Were there other hospitals you considered?**

I looked at another hospital but I was drawn to Ingalls. Not so much because of the distance, but from meeting people and speaking to the staff. It's a small community hospital but there's a lot going on here. The technologies are really good here and are advancing well.

**What about living and working in the south suburbs?**

The south suburbs and northwest Indiana are a great value. The taxes are low. The distance to shopping and grocery stores is short. We're right in the middle of everything so everything you need is near here. Access to the highways is great.



I can be in Chicago in 15-20 minutes. Everyone wants to go to Chicago when they live here and we're spoiled because we live so close to it.

**What would you tell nurses considering a career at Ingalls?**

I would say come to Ingalls so I can show you around. I would show the atmosphere, paperwork and how we work well with each other. That sells everything.... to see it is what makes the difference. See how we run things and how things are done here. If we did that, they would want to work here.

**In general, how advanced is Ingalls in incorporating new technologies?**

Technologies are very important. We recently came up with MAC, medication administration machine. You scan the drug, then match it with the patient's ID and that is a big safety issue for me. We are advancing more with personal pagers, so there is less noise in the unit. This lets the patient rest so it's a quieter atmosphere.

