



**Victoria Hall, RN**  
**Department: Patient Care Services**

**How long have you worked at Ingalls?**

I've been a nurse for 17 years. I've been at Ingalls for 7 years as an RN. Prior to that I was a Clinical Associate here for 2 years.

**How did you end up at Ingalls?**

That's a good question. Initially Ingalls was like Fort Knox. A friend worked here and he spoke with someone at Ingalls who pulled in my application and helped me get in. And I'm eternally grateful.

**What was your original position at Ingalls?**

My original position was a Clinical Associate. I was certified as a Clinical Associate at SSC (CNA Certified Nursing Association)



**What interested you in working at Ingalls initially?**

I worked as a Nursing Assistant before I got here and I was at a nursing home. But Ingalls was more appealing to me for a lot of reasons. It was conveniently located near my home. I lived a few blocks away and Ingalls had a reputation of being a great place to work. People in the community said that the pay was decent and the conditions were good.

Working in a nursing home and working in a hospital are different. The conditions were difficult (at the nursing home) and it was a dirty, rough, hard job. The patient load was huge and it was difficult to give them the care they needed. That motivated me to look for a position at Ingalls.

**What do you think is one of the best benefits at Ingalls?**

Ingalls is a huge proponent of education. That was, and is, always encouraged. My schedule at Ingalls was set up so that I could go to school. Ingalls is set up as an organization to support education of the employees. It is a very nurturing environment. While I was in school, there was a lot of support from management throughout my nursing education. I got my Associate's Degree at South Suburban College and completed my Bachelor's at Lewis University.





**What would you say are the best things about working at Ingalls?**

The best things about Ingalls are the working conditions and staff support. There's a great support system in place here and my colleagues are great. I'm going for my Master's now and I'm being supported in that, and I appreciate it.

**What is your patient load in your area typically?**

I'm in Critical Care, so our patient load is 2-to-1, ideally. Sometimes it's 3-to-1, but not often. I work on the floors sometimes too, as needed. And I'm seeing that there is an effort being made to improve the ratios there as well. I see how that is working and I like that.

**Do you have any stories about patients that you can share that make you proud to be here at Ingalls?**

Recently, a family member was taking her mom home from here after having surgery. She was very pleased with the friendliness of everyone who took care of her mom. And I was very pleased to hear that.

**How do you keep up with what is happening in nursing online?**

I get emails from Nursing Spectrum and Critical Care Association and Medscape. I try to stay on top of things. I go on the Illinois Nursing Association site to see what is going on out there.

**What is it like working with the physicians?**

My interactions with the physicians in this unit are good. It's a more collaborative effort. They communicate the plan of treatment and ask for your input. And I appreciate that.



### **Do you enjoy working at Ingalls?**

I love my job. I love what I do and I appreciate Ingalls. And that is what I tell my friends. For the most part it's clean, convenient, friendly, with good experienced nurses. Many have been here forever, which speaks volumes. People have been here 10, 15, 20 years. I appreciate that we have educational reimbursement and I won the nursing scholarship and it was a full ride with a time commitment here at Ingalls, which I was happy to do.



### **How do you work with the support staff here?**

All support staff are great. We work as a great team and you kind of draw from everyone's expertise to make sure the patients' care is good. The case managers, dieticians, and ancillary staff are all great.

### **How important is the support staff to nurses?**

For nurses, staff support is very important. Anything that helps make your day go better and more efficiently is very important. We have that support on both sides...we have that support here in our unit. So I know, when I've gone to other hospitals, you have to do a lot of things, like draw blood yourself and it makes you appreciate the support we have here as nurses.



**What do you think about the Ingalls Hospital location in Harvey?**

The location is very safe. It's like a beacon in the community. People are proud that Ingalls is in the community. You're not made to feel that your economic status will determine the type of care you get.

**What do you think of the facilities at Ingalls?**

Our newly renovated Café is nice and peaceful. We have computers and Wi-Fi for patient use. The food variety is good. The grounds are absolutely gorgeous. It's well maintained. I look forward to the change of seasons. The landscape is so beautiful and in the spring the flowers are so fragrant.

The interior of the offices are very clean and always up to date. It looks regal on the first floor with the color schemes; it presents well to patients and makes them want to come back. Our volunteers are great as far as greeting the family members when they come in. They literally take them to their doctors. People are professionally dressed here at Ingalls and it makes a big difference.