



Dear Selection Committee:

The Cardiac Intensive Care Unit would like to nominate Terry Ackerman for the excellence in bedside nursing award. Terri's clinical "Spidey sense" is unparalleled and should never be ignored! When she comes to me and says a patient doesn't look good, or she doesn't have a good feeling I go immediately to the bedside. I'll never forget the day she was taking care of an interstage neonate who was scheduled for discharge that day, and when she went in to do her first assessment, she called me (all of the providers were in a morning surgical conference, but she knew she needed to interrupt us) and told me there's no way the patient was going home today, and she was going to arrest soon. While I was on my way to the bedside, she had stopped feeds, drawn a gas (which was terrible), drawn up code meds, called for nursing backup. The patient very shortly had an ECPR arrest and was cannulated to ECMO, but thanks to her we were already mobilizing resources to respond. Not only does Terri recognize problems quickly, but she also takes care of them within her scope of practice and escalates further concerns to the medical team without delay. She is a strong advocate for her patients and is not afraid to speak up if there is a safety concern. She is truly one of a kind!

In addition to Terry's clinical acumen, she is a very seasoned nurse that has remained true to the essence of what a nurse is supposed to be. She cares because it is the right, moral, and just action to take and our patient need someone to care on their behalf. She cuts through the fluff that modern nursing can have at times and dives right to the heart of what the patients and families need whether it's a bath, a PRN, or someone to advocate on their behalf to help them heal. As I have seen so many faces come and go over the years in the unit, Terry has remained confident, consistent force in our unit and for our benefit. She gives feedback to her peers in a manner that has impacted them years down the road, and they recall made them a better nurse and caregiver. She is not afraid to speak up to anyone and fully leverages her expertise to make others better. Terry choses to remain only partially retired because she truly loves caring for the pediatric cardiac population. She often works over her FTE even now and continues to pick up shifts when the unit is short even though she does not have too. When most chose to move away from the bedside in their golden years of nursing, she has chosen to remain close and engaged with patients because that is where her heart and passion. She has been a part of the CICU history and is an active part of the present. Terry is well deserving of this award, and we appreciate the consideration.

Sincerely,

The CICU Nursing and APP team

A handwritten signature in black ink that reads "Denielle Bischoff RN". The signature is written in a cursive, flowing style.

Denielle Bischoff MSN, MHA, RN, NE-BC