

June 28<sup>th</sup>, 2022

It is with great pleasure that I write to you to in support of Joye Bricker for the PCICS Bedside Nursing Award for 2022. Joye has worked as a bedside nurse in the Cardiac Intensive Care Unit (CICU) at Children's Hospital of Philadelphia for over 26 years. To see Joye practice at the bedside in the CICU is to witness true expertise and exemplary nursing practice. She instantly puts her patients and families at ease with her kind nature and reassuring professionalism. She is highly skilled and able to recognize the most subtle changes in her patient, putting together the nuanced trends that our patients can demonstrate when they are not yet showing the more apparent signs of decompensation. One example of this was when a patient transferred from the step-down unit to the CICU for escalation of respiratory support. As the attending physician prepared the team for intubation, Joye expressed concern stating, "This patient is going to arrest when we intubate." Joye's statement was made in a way that the team heard her concern and instantly provided the team with a shared mental model. As those of us who practice in pediatric cardiac critical care know, our patients are particularly vulnerable and often the smallest stressors can throw of their delicate cardiovascular systems. The patient did in fact decompensate with intubation, and side by side the team members were able to quickly intervene and place the patient safely on ECMO.

In describing Joye, it is easy to say that she is an outstanding team member and clinician. She is a "nurse's nurse," embracing colleagues of all levels and disciplines, providing support and mentorship readily. Joye has been a role model to many, me included. One impressive moment for me was when I was new to the role of charge RN in the CICU. We had a long term, complex patient on the unit whose parents had difficulty coping with the situation of their child being so sick for so long. The parents, because of their stress, were often at odds with team members such that staff often requested to not be assigned to the patient. One shift when Joye was assigned to the patient I asked if she was ok and let her know if she needed a break to call me and I would come. She said to me, "they are angry I know, but this is not about me. This child and her parents need care, and I will be here for them and will not judge them." This moment impressed upon me, because of her words, "this is not about me." It is this selfless humility that is so evident in Joye's practice and overall character. As many organizations are struggling recently with stretched resources and increased turnover, Joye observed how many team members were struggling. She expressed to me her worry and instead of losing trust, she stepped up as a leader and said, "I believe in our unit and I want to help make things better."

In summary, it is evident in all that Joye does that she truly values her role as a nurse in the CICU. She is a natural leader whose talents and creativity are an asset to our team. She is not one to follow the crowd without first thinking the situation through critically and ensuring she is doing the right thing for all involved. She values teamwork and clear communication in the clinical setting. The care that we give to each patient in the Cardiac Center is better because Joye is part of our team. She is a hero to her patients and families, but would rather it

be stated that her patients and families are heroes to each of us. I am proud to work with Joye each day and hope that you will consider her for this honor.