

## **Dana Gray, RN, BSN, CCRN, MBA- Testimonies from CVICU team**

“Dana’s vast nursing knowledge and experience, along with her exemplary professionalism, is what defines Dana as an expert nurse. Dana has the ability to view her patients and their families as a whole. She cares for the entire family. Dana’s bedside career consisted primarily in caring for congenital cardiac patients, infants through adulthood. She moved away from direct bedside care to work with Quality/Risk for many years, and while she found that to be rewarding, she returned to bedside nursing care in our CVICU and we feel very grateful.

Dana’s bedside care focuses always on delivering the safest patient care. She follows all processes and policies from when her shift begins, by verifying patient orders, to completing her safety checks upon entering the room. Dana involves the family in the plan of care, ensures they are involved in patient rounds or they are called and updated. Dana utilizes her critical thinking skills to recommend interventions to the medical provider team if she notices a change in her patient status.

Dana recently brought forth a concern to medical, pharmacy, and nursing leadership, regarding the older age group of patients the CVICU receives from the CVOR, and the process of how their infusing medications which are made for the beginning of OR is causing those drips needing to be changed very immediately upon return from the OR, which, in turn, causing unstable hemodynamic changes to the patient during a critical time period. Dana was able to meet with leadership and brought forth a bigger discussion to change how drips are originally prepared for patients going to CVOR. Examples such as this, is how Dana approaches her view in the CVICU. Her view is always a global one, with patient safety at the center.

Dana is an asset to this patient population, our patients and families, and our CVICU. Dana precepts new hires to the unit, coaches and guides them in their practice and increasing their knowledge and works with all disciplines professionally to deliver excellent care. Dana has recently been asked to begin training to become a charge nurse in the CVICU and has begun work on her nursing professional career ladder at Phoenix Children’s Hospital. “- JP- CVICU Nurse Manager

“When you speak about experienced CVICU nurses, Dana is the kind of nurse you think of. Dana is the nurse who takes the fresh transplant who is bleeding and having arrhythmias and titrating inotropes for 12 hours straight. She will be the one on her feet, keeping pace with the minute to minute changes and orders and she won’t miss a beat. She makes it look easy. Dana’s compassionate manner towards patients and families puts them at ease. She will advocate for her patients till the very end, in the most difficult and heart wrenching of situations. And she comes back the next day ready for work and eager to help. Dana is the nurse that makes the CVICU a place where despite innumerable odds, we see patients get better, and it’s largely because of the care they get from nurses like Dana.”- SS- CVICU APP

“Dana is constantly thinking not just about her patient and how to provide the best nursing care, but every patient that she could potentially impact in the future. She has excellent insight into why certain problems occur – she is able to identify them at a local level (her specific patient) and then advocate for change at a unit wide level. She is tireless in these efforts and clearly wants to make our CVCIU a better and safer place. She is incredibly determined and does not accept failure – she is routinely assigned not only the most medically complex patients but those with complex social issues. She has a great ability to establish rapport with families and improve or maintain the therapeutic relationship between the family and the team. She is very pleasant to work with and a great team member in the unit.” JK, CVICU Division Chief

“I have only had the pleasure of working with Dana in the past 2 years, but I know many have known her for so much longer. She is a perfect example of quiet strength. She is very knowledgeable about congenital heart disease and how to care for these fragile children. One thing I feel like Dana excels at is teaching the newer generation of nurses. I have watched her patiently go through the steps of a nursing task with a new hire, going into the rationale for WHY we do something, not just WHAT we do. She also encourages them to ask questions, both of her and the medical team. This open line of communication is important to establish from the beginning, as it makes the team even stronger and helps nurses feel like they have a voice for advocating for their patients.”= KH, Lead APP, CVICU