

*Diane Bowling is an R.N. who has worked in the ED for the past 10 years. She is a TNCC Instructor and played a key role in instituting the Code Stroke/MI protocol/package to help increase response time for these critical patients. She has always demonstrated how to be a strong and compassionate nurse who cares not only for the department as a whole but the patients who come through it. I am always surprised when I see her working at the depth of understanding and compassion she shows every patient she works with. The example that stands out most in my mind was a few months ago when a very young couple brought their 5 week old infant to the ER because it had been short of breath. She immediately took note of the patient's condition and did not wait for a PA or Doctor to come around, she got the doctor, she called respiratory, sent for the peds crash cart and began to do what she could to stabilize the patient. The patient had to be intubated and in order to do so along with starting the IV she had squat down and hold the patients head just so, a position that she had already been in while nebs were given and O2 set-up. It was a difficult intubation and extremely stressful situation but Diane held her position, her back to the parents and never lost her cool. She remembered that the parents were behind her and through out the whole time she very calmly explained what was happening and how they were going to proceed in layman terms that they would understand. If she heard panic creeping into the mother's voice just a few re-assuring words from Diane kept her calm. Diane also had the presence of mind to ask a co-workder to call the chaplain in to give the parents extra comfort while waiting for the patient's condition to be stable enough to transfer. She never forgot a single thanks for your help and the sweetest part of it all was how she kept talking , smiling, and reassuring the patient's four year old brother that everything was going to be fine, whom most of the other staff didn't or weren't in the positon to notice. She followed up with patient and the parents after he was transferred and as awlays she truly cared about everyone not just the client. I truly hope that if ever I am in need she will be my nurse.*

