



Putting the CARE back in Healthcare...

By Nikki Troisi, AristaCare at Whiting

Rose B. writes in: My husband is currently a dialysis patient and has been going three times a week for the past 6 months. Going regularly I am sure you can imagine how close we have become to the staff. I would like to do something special for the staff thanking them for their hard work and for their many acts of kindness. I understand there is a no tip policy, are there other ways you would suggest thanking them for taking such great care of my husband?

I am glad that you have found comfort with people while going through an unfortunate situation. Going three times a week you are sure to build relationships with the staff and there may even be several staff members that have been extra kind and caring. As you mentioned, most facilities do have a “no tip” policy for staff, so offering a cash value gift could present an uncomfortable situation. There are many ways to thank the staff and even single out one or two special staff members who have gone above and beyond for you and your husband.

Although AristaCare is a subacute rehab facility we have the same policies and similar staffing as a dialysis center, so it is an easy comparison. Many times throughout the year, families will thank our staff by bringing in a tray of food with a nice card thanking everyone for their caring hearts and hard work. That is the most popular and easiest way to go about it.. However, for those exceptional staff members that have really gone out of their way to make sure all of your needs are taken care of, you may want to thank them on a more personal level. The best way to thank individual staff members is to find out if the facility has an employee recognition program. AristaCare has a staff recognition program where families, residents, and even other staff members can write in a personal note of appreciation that goes straight to administration. You can also speak with the administration and express how your experience has been made more pleasant due to the hard work of individual staff members. Often times this information is translated during the employee’s yearly evaluation and can give them a great boost with the administration.

Words of kindness go a long way. We always receive beautiful notes thanking individual staff members and even singling out an event or situation that made an impact on families and/or their loved one. We once received a touching note thanking our staff for making their grandfather’s birthday so special. It read “I really appreciate all of the time and effort that you put forth and can’t thank you enough for making my grandfather’s 90th birthday so wonderful.” Those kind words went a very long way.

Caregivers that choose to work in the healthcare field work there because they are caring and have a lot of love to give, however, at times as all care givers know it can be challenging and at times stressful. Words of kindness, and recognizing one’s love and passion is probably the best thank you of all.

IF YOU HAVE A HEALTHCARE RELATED QUESTION,
WE’D LOVE TO HEAR FROM YOU. PLEASE WRITE TO:

ARISTACARE AT WHITING
ATTN: NIKKI TROISI (RE: CRESTWOOD SUN)
23 SCHOOLHOUSE ROAD, WHITING, NJ 08759

*AristaCare*SM