

5th Annual Hospital Hero Awards

November 5, 2010

Millennium Biltmore Hotel



The Hospital Hero Awards, produced by the National Health Foundation, is an annual media event honoring outstanding achievements and events that occur within hospitals throughout the Hospital Association of Southern California's region. The event provides hospitals an opportunity to identify, recognize and reward excellence in the provision of health care at the front line. It honors health care professionals who are dedicated to patient care and those who help to create miracles for patients. The Rehab Services Department was proud to learn that **LaJuan Collins, Physical Therapy Assistant in Inpatient Rehab**, earned a coveted nomination!

Every day that LaJuan Collins comes to work at Ronald Reagan UCLA Medical Center, she offers her patients genuine caring that goes beyond her day-to-day duties as a physical therapy assistant. "Even patients who have families who visit, when their families leave it can be very lonely in the rooms, and so LaJuan brings a little ray of sunshine," says Cynthia Jaeger, Inpatient Rehabilitation Manager. "She brings warmth. She brings humanity into that room. And I think that people really respond to that and really appreciate that." It's that kind of compassion, care, and dedication that earned LaJuan a nomination for a Hospital Hero Award.



The Honorable Mark Ridley Thomas
Los Angeles County Supervisor, 2nd District

Jaeger recalls a recent incident that highlights the depth of LaJuan's caring. A patient passed away and his sisters were in the hallways quite distraught about his death. Though the patient was not one of LaJuan's, she stopped what she was doing to try to comfort the family and to wait with them until someone from social services or pastoral care could arrive. And though the women did not speak English, LaJuan's sense of compassion is so internal that she was able to communicate with them without words. "She didn't have to do that," Jaeger says. "But LaJuan did it because there was that need at the time and it was the right thing to do. That is what she does - she steps in when there is a need and when it is the right thing to do."



Always smiling, always pleasant, LaJuan never fails to greet people, contributing to the hospital's culture that emphasizes respect and the humanity of its patients. "She remembers little details about people - she asks after family; your brother, your mother. And she does that with both the staff on the floor and the patients," Jaeger says. Summing up, Jaeger says of LaJuan: "She knows when to be firm. She knows when to be kind. And she knows when it's the right thing to just sit there and listen to the patient."

Congratulations, LaJuan!