

To Whom It May Concern –

My mom spent 4 weeks at UAMS as an inpatient before ultimately succumbing to her illness and passing away on 4/10. Most of her admission was spent in the MICU, approximately 3 weeks. She had a complex case and it involved many different teams working together to figure out the root of the problems. She was seen by: Emergency Medicine, Internal Medicine Team 3B, ENT, Ophthalmology, Rheumatology, Dermatology, Hematology/Oncology, Hepatology, Nephrology, Infectious Disease, F6 staff, and MICU Team 1. Not only was my mom taken care of, but my siblings and I were as well. Everyone was outstanding but there were a few people that stood out that I would like to acknowledge by name.

**Dr. Collette Tilly** - A Med-Peds resident that cared for my mom on the floor. She talked to my mom like a regular person and instantly put my mom at ease. My mom called me at work and told me I could rest assured she was in the best hands. Dr. Tilly also checked in on my mom to say hi even when she no longer was on service.

**Dr. Kara Phillips** - An Internal Medicine resident who took care of my mom in the MICU. When I had to go back to work Dr. Phillips took the extra step to ensure my sister (who was at my mom's bedside) was kept updated and was being taken care of. She offered to sit with my mom so my sister could leave to get food and my mom would not have to be alone. She sat with my sister when she was upset and crying. This compassion was not lost on my family. Dr. Phillips is not only an excellent physician but also a great person.

**Dr. Seth Berney** - Rheumatology attending who went out of his way to see my mom and ensure we were being well taken care of. He was my mom's favorite attending who saw her, and she loved his no nonsense, tell it like it is approach. Every time he left the room, she just raved about him. He was also tireless in his drive to figure out what was making my mom so sick.

**Drs. Erin Creighton, Don Vickers, and Jumin Sunde** - ENT residents and faculty who had to perform a painful bedside procedure on my mom. The amount of care they took with her was truly exceptional and is commendable.

**Dr. Nik Meena** - Intensivist for most of her ICU stay. He took care of us like we were family. He always made sure we were updated and made sure to call me when I was not able to be at my mom's bedside.

**Dr. Michelle Krause** – Nephrologist who took over my mom's care. She took extra time to check on my sister while I was work and took extra time explain difficult concepts to my sister. She advocated for me and offered to write letters to my chairman and division if needed to ensure I had adequate time off from work. The day after my mom died she called me to check on my sister and I and made sure I knew that she would be available if we needed anything.

I do not have enough words to describe the incredible nursing staff on E4. I wish I could give the whole entire unit a DAISY Award because they were just amazing. Again, I would like to single out a few notable people.

**Lorin Smith** - She took care of my mom for a lot of her admission. She always did the little extra thing for my mom. She brushed her hair and always pulled it back, so it was out of her face. Made sure my mom always had her fan on her, which, if you knew my mom was a huge deal. She sat with her so my sister and I could go get lunch or go to the bathroom. She was always happy and smiling. She took care of us

too and made the ICU stay just a bit easier. On the rare occasion she was working but did not have my mom she came by to check on her and us and just to say hi.

**Sydney Timmerman** - She had my mom once she was extubated. My mom was so delirious, but Sydney just rolled with it, and I think she is one of the reasons my mom's delirium finally started to clear. All my mom wanted was a Coke, but she was not cleared for PO intake. Sydney went and spent her own money to get my mom some Coke and wrote inspirational notes on them... "Eyes on the prize", "Lift me" and "Lift me too" were written on her PT "weight bottles". She came to check on us even when she did not have my mom. She taught my mom to fist bump and to dance in her bed which brought some moments of pure joy on my mom's last days.

**Jodi Miles** - She had my mom for the last several days she was alive. Again, the compassion she had for my mom and my siblings is almost impossible to put into words. She sat and laughed with my mom and with us. At the end, when we decided to make my mom comfort care, she took care of my family in a way that I really cannot express. It was truly remarkable to be on the receiving end of her care.

**Jillian Edwards** - Took care of her at night. The last couple of nights my mom was scared and/or agitated when we had to leave at night. Jillian sat in her room for hours just holding her hand when she was scared. I know she had thirty other things to be doing but she still sat and comforted my mom. She advocated for my mom and did everything in her power to improve my mom's delirium and sleep.

**Antoinette Solomon** – was one of the Environmental Services people who cleaned my mom's room during the day. She has this way about her that is immediately comforting. Every time she came in the room, she would say hello to my mom (who was intubated and sedated). Even though she was clearly busy she took time to talk to us. She even spent 5 minutes talking about tennis shoes with my sister who is a huge sneakerhead. That was a particularly hard day for my family and her attitude and that 5 minutes of normalcy are the only thing that got us through the day. For the entirety of my mom's stay anytime Antoinette worked she came to check on us.

I am a pediatric surgeon and a surgical intensivist who currently works at Arkansas Children's Hospital. I started medical school at UAMS in 2006 and graduated in 2010. I spent 9 of the next 10 years in post-graduate training at UAMS and joined the UAMS faculty upon completion of my training in 2020. I have always been proud to tell people I was educated and trained at UAMS. I am currently proud to tell people I am employed by UAMS and honored to work at ACH. After the experience my family and I went through while my mom was admitted these sentiments have only grown. I am proud to work at a place that gave my mom such great care. I am proud and humbled to be able to say I work with the kinds of nurses that took care of my mom and my family over the last month. UAMS, as an institution, should also be proud that these people who have been decimated by a pandemic still have empathy and compassion for the people they serve.

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