



## John F. McCormack Award for Excellence in Patient Care



### **Patients**

We want to hear from you.

John F. McCormack was a remarkable man who succumbed to breast cancer in 2004. Like you, John, had treatments that included frequent medical, surgical and diagnostic appointments. Navigating the maze of treatment facilities can be a daunting task for you and your family. John and his wife, Wanda, recognized the tremendous impact of the human interaction that occurs from the moment one walks through the door for tests or treatment to when one leaves.

This award recognizes all staff who do the work of receptionists, medical assistants, patient administrative associates, technicians, schedulers, nurses' aides and other non-licensed individuals, except physicians and nurses who have other types of award possibilities. These individuals provide the least restrictive pathway to the medical/surgical specialist and should be recognized for the human touch they bring to easing the anxieties of all patients. Meeting that awesome responsibility with professionalism, humor, competence and preparation were characteristics John enjoyed with each visit to the Hartford Hospital network.

Please take a moment to complete one of the postage paid postcards telling us who made your interaction here positive. The award recipient will be announced in October.