

# STORY HIGHLIGHT

## VIRGINIA (GINNY) BONNER'S GRATITUDE STORY



Virginia Bonner (Ginny) is a Nursing Development and Talent Management Consultant at Banner Health where she works to support leadership development programs and initiatives, with emphasis in nursing.

### **Butterscotch Pudding.**

So, there I was talking with Victoria Baker, the director of dietary services. As the service excellence director, I wanted for her department to honor patient special dietary requests. We were on a mission to **WOW** our patients, and one way to **WOW** them was to accommodate their special dietary needs.

As Victoria and I were talking, she shared a story about **butterscotch pudding** that resonated with me. She said that one day, she received a call from a patient's family member, Mrs. Lawton's son. He asked if we would provide his mother with butterscotch pudding. He continued to explained that she had end stage cancer and was at a stage where all she would eat was butterscotch pudding.

Victoria recalled gladly saying "**YES**" and going to Costco where she bought a stockpile of butterscotch pudding, which they served to Mrs. Lawton. She recounted that before Mrs. Lawton was transferred to hospice care, the son made a special point to **thank her**, which was tremendously meaningful and impactful for her.

After sharing this story, Victoria agreed to providing special requests to patients and said she would gladly shop for any item needed to make a difference for them.

The **butterscotch pudding** story was then shared with our care team members, which started a chain reaction of staff *bending over backwards* to do special things for our patients. One unit put toasters on the unit floor so that we could serve hot toast. Another implemented quiet hours for patients and posted signs.

**The chain reaction that resulted from butterscotch pudding story was empowering and heart-warming** and it helped me realize how **one story** of going above and beyond has the power to inspire and move others in making a difference in people's lives.

So I encourage you to share a meaningful and moving story whenever you can. You never know that positive waves that it can make!