

2011 TENET HEROES HALL OF FAME INDUCTEE

BERNICE FIELD, RN

EMERGENCY DEPARTMENT NURSE



Bernice Field has worked at Doctors Hospital of Manteca for 22 years, and her peers and physicians are continually amazed at how consistently well she performs her job. As a true patient advocate, she champions patient rights and is willing to speak up in order to ensure that high-quality care is provided to the patients. She has outstanding clinical acumen and is compassionate, positive, reliable and calm, making her a role model to all she works with.



Her compassion is limitless. She cares for each of her patients with the same compassion regardless of the patient's circumstances. When there is an unconscious or confused patient, Bernice is the first nurse to start talking to the patient, reassuring them and letting them know where they are and what is happening. She is able to deal with the most difficult patients – both clinically and socially. She never loses composure and is able to reassure

the anxious and direct the agitated. She is always able to come up with a nice story or example to make patients feel at ease and relaxed.

Her positive attitude is never-ending. When the emergency department is overflowing and stress levels are running high, Bernice is somehow able to calm the troops with encouragement and humor. She is a delight to work with and when she is working you know everything will turn out all right. A colleague commented, "If I had a relative who needed medical treatment, I would want Bernice to care for them."

Bernice is role model to all. She consistently mentors new nurses in the emergency department to ensure their success. To the young nurses she trains, she is a calming voice of reason; to everyone, she is a team player who is always willing to exchange ideas in the pursuit of excellence. Her compassion and respect for patients and their families has made an impression not only on those patients, but on Bernice's colleagues as well.

One of the physicians who works closely with Bernice said, "Bernice adds to the department in intangible ways. I have practiced emergency medicine for over 20 years in a variety of hospitals and settings. I can say without reservation that Bernice is one of the top nurses I've encountered anywhere and embodies the best of nursing."

It is at the bedside of a patient where she truly excels. Whether encouraging children to take their medicine, counseling distraught teenagers who have overdosed or holding the hand of a scared elderly patient afraid of dying, Bernice is always there. When confronted with agitated, fearful or demanding patients and families, she is able to comfort and support them with her strength. The reassurance, compassion and respect she demonstrates when caring for all of her patients is the hallmark of her career.

Romain Rolland, a Nobel Prize winner for literature, once defined a hero as "someone who does what he can." Every day that Bernice comes to work, she does what she can. Loved and respected by her patients, their families, the physicians and nurses who work with her, she is a Tenet Hero.