

2009 NIGHTINGALE RECIPIENT
SUE MAZZARELLA, RN
SHELTON



The Shelton office of New England Home Care proudly announces Sue Mazzarella, RN as the recipient of this year's Florence Nightingale Award. Sue Mazzarella is a clinical supervisor that brings to the profession so much more than her expertise and professionalism. Although the position of supervisor includes mentoring nurses, trouble shooting clinical situations, supporting nurses in the field, and oversight of the plan of care and although most supervisors would acknowledge that to be their role, Sue carries out this role in ways that are unique. I'd like to identify a few examples that speak to this uniqueness. When she was helping to supervise the care of a young client with CP, she also discovered he was unable to get to school because there was no ramp available and he therefore could not get down the stairs to the school bus. Although we were there to provide for his medical issues related to his disease, Sue could not live with this child's inability to attend school, as it was a place he loved. There was no hoop too tall for her to go through, coordination of many agency and community services took hours and hours of her time, behind the scenes. She didn't take no for answers, and she heard that response more times than you can imagine. With the help of our own resources and the constant calls and pleads, a ramp was built and this young man returned to school. When one of her nurses, "lost her way", due to personal issues, many recommended parting ways. Sue's belief in the heart and ability of this nurse and her investment of time and support made a huge difference in the outcome and in the life of this nurse. As the issues in this nurse's life resolved, she made it a point to acknowledge her gratitude and appreciation for Sue's ability to go beyond her role, to provide the extra time and support needed to see her through and to have made a lasting impact on the power of human kindness. She said it strengthened her belief in her role as a nurse and the impact she too, can make on another. A family member took the time to write a letter to the agency, not about the nurse but about the support received by the nurse's supervisor, Sue. She stated "efficiency accompanied by courtesy is a rare combination in today's world. The courtesy extended to me and my family was impressive because of its rarity."

Congratulations!