

Name of Nominee: **Betty Phillips**

Title: Hospice Aide

Place of Employment: Houston Hospice

Name of Nominator: Lisa Jobe

Relationship to Nominee: Vice President of Human Resources

As I was reading through your information I received in the mail regarding your organization, the upcoming conferences and caring for the elderly in general, I was immediately struck by how much the purpose of your organization, and the desire to improve the quality of care for the elderly reminded me so much of one of our Hospice Aides – and the individual whose name I am submitting as a nominee for this award. “Miss Betty” Phillips.

“Miss Betty” (as everyone calls her) Phillips has worked here at Houston Hospice for over 3-1/2 years in our Inpatient Unit as a Hospice Aide. A better title for “Miss Betty” would be “Hospice Ambassador”. In my over twenty years working in healthcare, I have never come across someone who works so tirelessly, unselfishly and lovingly on a daily basis as Miss Betty. Each of her patients, and their accompanying families that she is assigned, immediately become second-to-none to Miss Betty. She goes above and beyond on a daily basis – whether it is to make sure that a family member receives the assistance from a local organization regarding their specific needs, to sitting on a bench outside of a patient’s family room with her arm around a family member whose loved one had just passed away. Miss Betty does it all.

I work down the hall from our Inpatient Unit in the Human Resources Department. I pass through the halls on a daily basis, as I also supervise our Dietary Department. I cannot count the number of times I have seen and heard Miss Betty talking to the patients, making sure they are comfortable, if they need anything, many times sitting and feeding them herself (when they have reached the point they can no longer do so themselves). Last Christmas (2009), Houston Hospice gave our employees a small gift card in appreciation for their hard work. Miss Betty did not want her gift card – she gave hers back and said to give it to someone who truly needed it, perhaps a family member in need. Hospice Aides are not the highest paid employees in any organization, but I must say they are probably the hardest working individuals there are beyond a doubt. This type of gesture is what Miss Betty is known for – her tireless concern and worry for her patients and those less fortunate than she.

She will cover shifts when asked to do so during times of illness or crisis; she is NEVER late to work, she always has a pleasant smile and attitude regardless of her caseload, the acuity of her patients, or what may be occurring in the outside world. Miss Betty’s world is all about her patients, particularly those who are nearing the end of their path in life. Most of our patients are elderly patients, and Miss Betty has stated to others that her goal is to make sure that the last part of their journey on Earth is filled with goodness and love. She has stated that it is her honor and privilege to be able to give of her time and effort to those elderly patients who deserve nothing but the best at this time in their lives. THIS is what Miss Betty exemplifies every day – love, caring, dedication and a true commitment to hospice care for the elderly in an often thankless job. The world would be a much better place if it had more “Miss Bettys” to care for the elderly.