



## CEDARS-SINAI HEALTH SYSTEM®

November 3, 2013

It is with great pleasure that we write this letter of recommendation for Roxanne Masserat, our 8 South East (General Surgery) team member.

Roxanne has been an Registered Nurse on our unit for a year and two months now. She has demonstrated excellent time management skills and is a true role model for her colleagues. Even though she may still be new to nursing, she is a quick learner and she has exceeded many expectations for her role. During the recent unit closure, (Responder 5 installation) she had the opportunity to float to different medical/surgical units throughout the medical center. This experience has taught her how to adapt to her given environment and she has done so with flying colors.

As one of the only bilingual (Farsi and Spanish) nurses on night shift, her language and communication skills have come in very handy. In one instance, Roxanne was called and used to assist a confused patient who was trying to leave the hospital in the middle of the night. The assistant manager on the unit wrote a very nice standing ovation on her behalf on how helpful she was in that situation. Her sense of calmness and her smile are a couple of the many qualities that allow Roxanne to make her patients comfortable and allow them to feel that they are indeed being well taken care of.

Nursing is about providing safe and excellent care. Roxanne continues to demonstrate this through her consistency with hand hygiene, isolation precautions, medication management, initiating fall precautions, etc. Roxanne has received several unit recognition awards including standing ovations, LePelle Pin, Circle of Friends, and Patient Satisfaction Superstar. She is also the unit pain resource nurse, N-95 and triflow champion. Her future plans include board certification in pain and gerontology and taking a charge nurse role.

She has participated in several extracurricular activities outside of work. Her most recent achievement was fundraising over \$4,000 for our very own patients through Team Challenge: Crohn's and Colitis Foundation of America. She ran twelve half marathons and three sprint triathlons within this past year and a half. Roxanne would be the ideal candidate for the HELPS Medical Mission in Guatemala this May. From her language skills to nursing skills to calm demeanor, she will excel and be the best at any given task. Please feel free to contact us if you have any further questions.

A handwritten signature in black ink.

DULCE BARANDA, MSN, RN-BC  
Nurse Manager | 8 South, General Surgical Services  
CEDARS-SINAI MEDICAL CENTER  
8700 Beverly Blvd, Room 8955, Los Angeles, CA 90048  
310.967-3566 | [barandad@cshs.org](mailto:barandad@cshs.org)

A handwritten signature in black ink.

GOLDA M MORALES, BSN, RN-BC  
Clinical Nurse IV | 8 South, General Surgical Services  
CEDARS-SINAI MEDICAL CENTER  
8700 Beverly Blvd. Los Angeles, CA 90048  
310.498.9366 | [Golda.Morales@cshs.org](mailto:Golda.Morales@cshs.org)

## 8 SOUTH EMPLOYEE RECOGNITION PROGRAM

ROXANNE MASSERAT, RN

as

PATIENT SATISFACTION SUPERSTAR

"Very attentive to my needs; Has a personal touch; Always on the ball;  
Extremely caring; She brightened my stay at Cedars!

*Thank you for being a valuable member of our team!!!*

May 30, 2013

April 2013

Dear Roxanne:

I would like to express my sincere appreciation for your commitment to excellence in all the work you do and for the quality of care I received.

Also, on a personal level, I'd like to acknowledge how deeply I'm by "who you are", touched your kindness, your inner beauty, your compassion, and all the other wonderful qualities you have.

You really made a difference in my stay and I treasure that gift from you.

Wishing you all the best in all aspects of life.

Warmest regards,

Holl Holloman

PS: (cell: 310-621-0386  
, leave text message and availability)

In the nurses' station there is a little something for the staff of the 8th. Floor.

December 31, 2012

Dear Roxanne,

The enclosed is a very small token of my appreciation for being such an excellent Nurse.

Sorry it took a long time to send you this meaningful message to you, but I was still very weak and exhausted, but I am on my way to recovery now. The day Dr. Fleshner sent me home, it was the best thing for me as I started to feel good as soon as I got home. I felt no pain that afternoon, then at 5:34 in the morning, I finally passed gas. I was very thankful to the Lord, to the wonderful Angels, and to everyone who prayed for my health.

It is difficult to make choices as every RN, CP and everyone working at Cedars-Sinai is truly great people, but you placed an extra support and treated me with dignity and respect, compassion, love and understanding. You are the best!

Your name was submitted to the Chief Nursing Officer, Linda Burnsbolton at Cedars-Sinai for being not only such a terrific Nurse but also for being such a caring human being. My husband and I are very proud to recommend you as the best Nurse.

Thank you again for all your help.

Sincerely,

  
Julia K. Dances  
5131 West Merrill Street,  
Torrance, CA. 90503