

## **Registered Nurse Rosemary Rufo recognized for excellence in patient care**

MANCHESTER, N.H. – Manchester VA Medical Center senior leadership presented the DAISY Award to Rosemary Rufo, a registered nurse case manager, Jan. 10, 2024, for her extraordinary and compassionate care to a Veteran.

“I am still processing what this means to me,” shared Rufo. “It has filled my heart and soul with peace and happiness.”

A Veteran patient nominated Rufo describing how she is “on his side” managing his care—not only his immediate health care needs but listening and addressing all aspects of his well-being.

The Veteran expressed the encounters with Rufo are encouraging and helped him to be an active participant in his care planning. He sees them as opportunities for him to improve his life.

“On behalf of all of us at Manchester VA Medical Center, I want to say a personal thank you to all nurses here today for choosing nursing as a career and for the skill, care, and compassion you give to your patients every day,” stated Medical Center Director Kevin Forrest. “And to Rosemary, congratulations!”

Associate Director for Patient Care Services Jennifer Winslow and Chief Nurse Surgical and Specialty Care Services Glenda Tisdale were alongside Forrest to present Rufo with a DAISY Award certificate, a bouquet of daisies, a DAISY honoree pin, and The Healer’s Touch sculpture for the prestigious recognition.

Rufo expressed the DAISY Award reminded her she is just where she is supposed to be at this point in her career. “I want to help people.”

“I learned a great deal about my role here at the VA after reading this Veteran’s letter,” added Rufo. “It truly is the day-to-day assistance we provide that makes the most impact.”

The DAISY Foundation, for which the award is named, was established in 1999 by members of the family of Patrick Barnes to express their thankfulness for the extraordinary care Barnes’ nurses provided to him during his critical care in his fight against Diseases Attacking the Immune System—DAISY. The Barnes family wanted to say thank you in a special way to nurses.

Manchester VA Medical Center is a proud partner of the world-wide DAISY recognition program, and the kind recognition nurses receive for excellence in health care.

“Veterans are truly a unique group of patients,” stated Rufo. “They gave of themselves at a younger age to care for and to protect us. Now, it is their time to receive the care they deserve.”



VA Manchester Registered Nurse Rosemary Rufo received The DAISY Award for Extraordinary Nurses from a Veteran nomination. Medical Center Director Kevin Forrest (L) and Associate Director for Patient Care Services Jennifer Winslow (R) presented the award at Brady Sullivan Tower, Manchester, N.H., Jan. 10, 2024. (VA Manchester photo)