

Bayhealth Medical Center
Milford Memorial Hospital DAISY AWARD 2009 Winner

Dennis Dittoe, RN – Dennis joined the Milford Emergency Department and it is most definitely a “win” for us. Dennis is an invaluable team member, in that he has excellent problem solving skills and seeks resolution at the unit level. He possesses a strong set of service recovery skills. On many occasions he has identified potential customer service issues and successfully intervened to avert a guest relations complaint. His 5 star customer service is most evident at triage. He calms the small child, covertly obtains vital signs on toddlers that are “less than cooperative”, delivers nursing care with a smile to the angry patient who had to wait, and allays the fears of a family who’s son arrived as a trauma alert. We have had three new graduates that have been absorbed into our department, as well as several new experienced RN’s. Dennis worked with their preceptors and helped each new nurse to feel comfortable and welcome in our department. Dennis possesses a quiet, kind, patient demeanor on dealing with new staff and novice nurses. He takes his time, and goes out of his way to explain, demonstrate and instruct. He has an inherent ability to mentor in a non-threatening manner. He is a shining example of what Bayhealth is proud to call a professional nurse.