

U.S. Army Surgeon General's Office Recognizes Mother-Baby Unit
By Spc. Johnthan Matar
Special to Guidon

FORT LEONARD WOOD, Mo. (Nov. 2012) - The Mother-Baby Unit at General Leonard Army Community Hospital was honored for providing a higher satisfaction rate than at any other obstetrical unit in the Army in 2012, at a Fort Bliss ceremony recently.

This prestigious U.S. Army Surgeon General's Office recognition award was based on almost 3 years of accumulated satisfaction surveys. Specifically, hard work and dedication, friendly, effective communication with patients, pristine facility, and excellence in care were categories evaluated by the Surgeon General's Office.



"The staff is excellent and no matter what shift is on, they're all friendly," said Amanda Wink, mother of two. "They don't send you from one room to another like they do in other hospitals. It's all done in one place. The utilities are good and give you a sense of comfort," said Wink.

The recently renovated Mother-Baby Unit consists of 6 large labor suites, each with their own shower and bathroom, modern living room area with TV, and specialized furnishings for mothers and their babies. There is state-of-the-art equipment throughout the unit, a special care nursery, and a cesarean section room.

The modern and technologically advanced setting has allowed the Mother-Baby Unit to deliver a total of 1,174 babies last year.

"We deliver an average of 45 babies a month. In the last 3 months alone, we delivered 52 babies in August, 53 in September, 69 in October, and 49 in November," said 1st Lt. Molly Euler, clinical staff nurse and assistant head nurse.

"We try to maintain patient happiness," said Capt. Juliana Luciano, Clinical officer in charge and head nurse. "We go above and beyond on a personal level to ensure our patients are taken care of properly."

Both Euler and Luciano are currently pregnant and have chosen to have their babies here.

"I know I'm going to be in good hands," said Euler. "I spend more time with staff than I do with my own family. It will be nice to have my baby with my second family here."

"We have great teamwork. We love what we do, and you can tell," said Euler.

Outpatient care is also an important mission to the unit, which includes assessment of all pregnant moms, 20 weeks and later. Post partum care also provides education for parents and families, as well as emotional support.

"We promote bonding amongst child and family with cutting edge medical care for mothers' physical and emotional support," said Staff Sgt. Terry Dilday, non-commissioned officer in charge of nursing

"These stellar OB satisfaction ratings were cited and recommendations made to the Army Surgeon General's Office that General Leonard Wood Army Community Hospital be examined for their best practices in 2012," the award reads. "This while on-post deliveries have increased two-fold to nearly 600 in 2012!"

"It's an honor bestowed on our nurses for their hard work and dedication to nursing to be recognized," said Dilday.

The unit also received an Appreciation of Excellence Award, locally, from the Maneuver Support Center of Excellence at a Fort Leonard Wood Nutter Field House ceremony Tuesday.

"Our patients love us," said Susan Pruitt, registered nurse. "This is the happiest place to be."

(Editor's note: Spc. Johnthan Matar is an Infantryman assigned as a journalist to the General Leonard Wood Army Community Hospital Public Affairs Office)