We had a very sick patient in CCU that was not making any progress with recovery after 3 days. Dr. Singh took over care on a Saturday, and during rounds he took time to introduce himself to the family and explain the patient’s condition and prognosis, which was very poor, in layman’s terms. After addressing all of the family’s questions and concerns, they asked about transfer to a different facility to obtain more specialized care and possible second opinion. Dr. Singh talked directly to the consulting physician (as chief diagnosis was the consulting physician’s specialty), however, the consulting physician states they were going to be out of the office in the afternoon. Dr. Singh continued to make calls, per family’s request, and was able to get the patient transferred within 3 hours of this request. This was such a relief to the family and an excellent example of patient (and family) advocacy, compassion, and stewardship. I was grateful to be working with Dr. Singh that day, and although we will likely never know the patient’s ultimate outcome, I am certain that Dr. Singh’s actions allowed the patient to have the best possible chance at the best recovery possible and gave the family peace of mind that they had done everything they can in their loved one’s best interest.

**Award Criteria:**
- **Accessibility/ Approachability**
- **Coordination of patient care**
- **Degree of patient/family involvement and interaction**
- **Successful patient outcomes**
- **Holistic**
- **Exemplifies MercyOne’s Cultural Beliefs**