

I AM PATIENT SAFETY



(From left) Lorena Romero-Prato, Admissions Secretary, School of Nursing
Lisa Sarnowski, RN, Emergency Department
Jodi Celender, Nursing Assistant and Monitor Technician, Emergency Department

WEST PENN HOSPITAL, ALLEGHENY HEALTH NETWORK

Recognized for their dedication to patient safety by the Pennsylvania Patient Safety Authority

Lorena Romero-Prato, Lisa Sarnowski and Jodi Celender are committed to patient safety at West Penn Hospital.

A patient was trying to call her doctor but accidentally reached a West Penn Hospital voice mailbox. She left her phone number but not her name or address, stating she was in pain and thought she was having a heart attack. Lorena Romero-Prato, an admissions secretary at West Penn Hospital's School of Nursing, heard the distress in the patient's voice and tried to call her back, but there was no answer. Lorena dialed 911 to get emergency medical services to respond. The call center, however, was unable to help without a name or address. Lorena then called the West Penn Hospital Emergency Department (ED) to ask for their help.

She reached Lisa Sarnowski, RN, who knew there was a way to look up the phone number of a person without their name, but she wasn't sure how. Lisa called Jodi Celender, a nursing assistant and monitoring technician in the ED. Lisa and Jodi were able to find the caller through a reverse phone number search. Once they identified her, they contacted 911 and emergency medical services were dispatched. The ambulance reached the patient and brought her to the ED for further evaluation.

Join the Pennsylvania Patient Safety Authority in congratulating Lorena Romero-Prato, Lisa Sarnowski and Jodi Celender for making patient safety a priority at West Penn Hospital.

