

# Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Dawn West

Honoree's Job Title: Registered Nurse

Department: Collin County Health Care Services

Years of Service with the County: 9 years

## Why the Honoree is receiving a GEM Award including dates:

In early summer, the TB Clinic experienced a nursing staff shortage when two of the three TB nurse case managers were unexpected out of the office. This left Dawn in clinic as the only nurse case manager during a period when the clinic happened to experience a sudden influx of patients with active TB disease. Due to the strict state guidelines and delegation orders, TB patients must be evaluated and treatment initiated as soon as possible to reduce the risk of disease transmission in the community. Even though Dawn was being pulled in many different directions during this busy time, she worked extremely hard to accommodate patients by juggling and coordinating schedules to make sure patients received prompt care and treatment, all while maintaining a positive, compassionate, and supportive attitude towards the patients and her coworkers. Dawn continues to demonstrate her professionalism and outstanding nursing skills proving that she can handle almost anything thrown at her.

Approved by elected official or department head on the 15th day of August, 2022

Candy Blair  
Signature of Elected Official or Department Head

