

Saratoga Hospital: Coverage in a Crisis



"B. E. Smith bailed me out of a potential crisis," says **Cathleen Hamel, MS, RN, CNOR, CNAA, BC**, vice president and chief nursing officer of **Saratoga Hospital** in Saratoga Springs, New York. "The Joint Commission was coming within two weeks, and I needed to have an interim director in place for the women's health department." Hamel says B. E. Smith responded quickly. "Two consultants visited the hospital to see our environment and culture firsthand," she says. Soon afterward, the company provided an experienced nursing leader who fit in just right.

"She took a full 'fresh eyes' look at the department and created an action plan based on what needed attention right away," says Hamel. At the end of the interim's 18-month tenure, B. E. Smith provided the hospital with a second temporary manager. Both individuals, says Hamel, brought an advanced perspective to the job. "They enhanced staff education - updating the department on evidence-based nursing practice and raising the bar of excellence."

Hamel credits B. E. Smith with helping her keep the organization on a steady keel: "Both placements were on short notice - and they both came through without a hitch."