

December 19, 2023

Dear Smith Family,

Greetings from our family to yours.

We would like to nominate Alisha Ryan and Lisa Roberts with Baptist Health Hospice for the Willow Award.

Alisha was mother's first caregiver, and last. She had good instincts and a sense of humor that was helpful and uplifting. "She's going to be mad at me," she would say. Alisha was comfortable in her role, did the job well, and somehow managed to make light of it all. That's what she is, a bright shining light.

Lisa is straightforward and no nonsense. Mother was smart and eccentric and needed understanding and care beyond nursing. Lisa calmly worked to give her options and keep her comfortable. If there was a remedy, she would find it. It matters to her. Her patients matter. She was absolutely invaluable when mother passed. She handled everything with grace. She is easy to be around, resourceful and kind. "How are you, Ms. Ervin?" and Miss you, girl," she would always say. I miss her always reassuring us.

I asked my daughter what she remembered most, and she said, Gram always had nice things to say about her nurses, and she really liked them when they weren't there.

Lisa and Alisha are in it for the right reasons, and it was a joint effort. They managed to always make mother feel relevant. The time they spent with her was appreciated and she knew it. There may not be anything more important than that, being accepted and valued. Mother's nurses were all of that and more.

Thank you for giving us an opportunity to let them know that they were above and beyond our expectations.

The Ervin Family

Lynda Englehart