



The Lotus Recognition: Honoring the Values of Mount Carmel East

Mount Carmel East honored for embedding compassion, dignity, and human connection into every act of care

DEERFIELD BEACH, FL — Sept 2025 – The Watson Caring Science Institute (WCSI) is proud to honor **Mount Carmel East** with the esteemed **Lotus Recognition**, a profound symbol of an organization’s authentic commitment to living its values, philosophy, and the human caring theory at the heart of Watson’s Caring Science.

At Mount Carmel East, the **Lotus Recognition** is more than an award—it reflects a lived truth: compassion is not just part of the work, it is who they are. From nurses offering calm reassurance, to physicians holding space during difficult moments, to team members in every role restoring dignity through daily acts of care, the culture is grounded in the **Caritas Processes®** and brought to life in every interaction.

“**Healing here is not just something we do—it’s who we are,**” said **Abby Nguyen**, Chief Nursing Officer, Mount Carmel East. “Caritas lives in every interaction, whether at the bedside, in a quiet hallway, or through our virtually connected care model. Even in digital spaces, our caregivers bring presence, empathy, and a human touch that helps patients feel seen, heard, and cared for. At Mount Carmel East, compassion isn’t an initiative—it’s our way of being, and it continues to grow in every corner of our hospital and far beyond.”

“**Healing goes far beyond medicine—it lives in our presence,**” said **Jennifer Price**, Director of Patient Care Services. “It’s found in the way we meet people in their most vulnerable moments, not just providing care, but offering dignity, comfort, and genuine compassion. Even the smallest acts—a steady hand, a quiet moment of listening—carry tremendous healing power. That’s the kind of presence our caregivers bring to every patient encounter, every shift, every story we are honored to be part of.”

Sarah Fish, TogetherTeam Manager, reflected on how this spirit of care is carried into innovative care models: “**Love and compassion are not limited by space.** Through our TogetherTeam Virtually Connected Care™ model, our nurses provide guidance, empathy, and reassurance in new ways. Caritas reminds us that healing is not just about procedures or protocols—it’s how we show up. Our virtual nurses listen with intention, respond with empathy, and extend the reach of human caring so that patients feel the heart of our mission no matter where they are.”

The **Lotus Recognition** celebrates Mount Carmel East for its clinical excellence, its courageous leadership, and its deeply human commitment to caring science. It affirms that healing happens in every moment of human connection—and that compassion, dignity, and presence are the true foundations of healthcare. Learn more at www.watsoncaringscience.org ENDS
