

A message from Frank V. Sacco, FACHE, President and Chief Executive Officer

Good day,

Most often, bringing a new life into the world is a joyous occasion. Still, for anxious parents, there can be concerns and apprehension.

A thankful and happy new mother – who also happens to be a Memorial employee – wrote to tell us what it's like to be on the receiving end of patient- and family-centered care.

Thank you,



Dear Mr. Sacco,

I have been an employee at Memorial since January 2005 and absolutely love my job! I was a PCA in the Family Birthplace at Memorial Hospital West while pursuing my nursing degree; I'm now an RN in the newborn nursery at Memorial Hospital Miramar. Recently I was a patient in the Family Birthplace at Memorial Hospital West and I felt I needed to take the time to personally write you a letter about the exceptional care my family and I received during our stay.

At 30 weeks I went into pre-term labor, and because I knew all of the possible complications, I was petrified. My nurse, Denise, never left my side, she explained everything to me in detail while holding my hand; and Tania, the clinical manager, made me feel like I was her only patient. With medication, my contractions stopped and I was sent home.

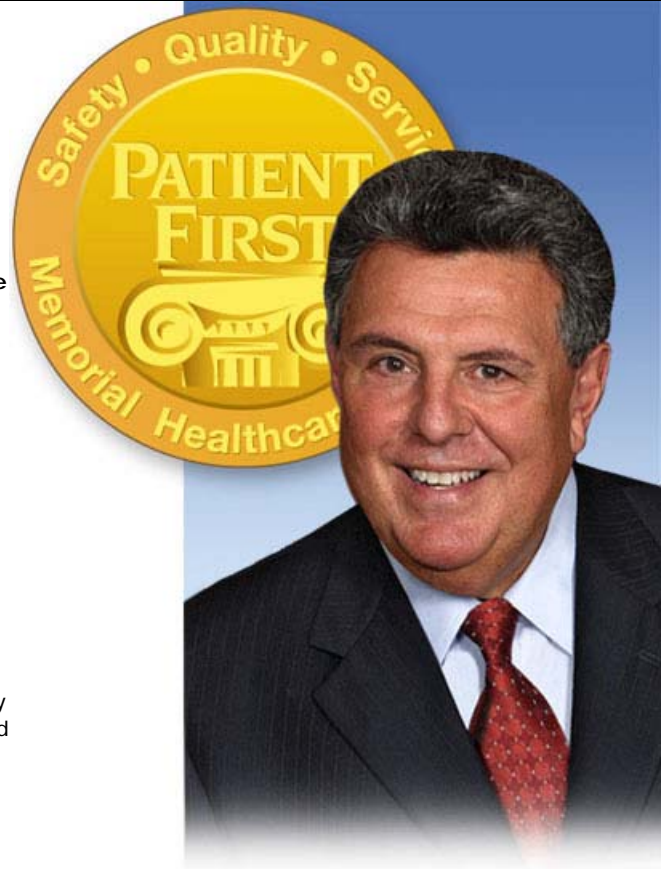
Four weeks later my water broke and back to Memorial Hospital West I went. Again, I was petrified. I knew that my baby was going to the Neonatal Intensive Care Unit. The nightshift (Margarite, Cindy, and Betty) and the day shift (Adriana, Debra and Paulette) crews showed us such compassion and the time these nurses took was greatly appreciated!

Dr. Steinberg came in before my delivery and answered all of our questions and concerns. Nikki the CRNA explained everything about my spinal from start to finish – finally relief. Throughout the delivery, Donna took photos so my husband, could focus on the baby and me instead of remembering to take photos – he was a little nervous.

The sound of my baby boy's first cry was amazing, and Dr. Steinberg held him up so my husband and I could see him before handing him to the NICU nurse. The NICU team was absolutely wonderful. Rachel, Mariano, and Wendy were at my delivery – and they allowed my husband and me to touch and hold our son before taking him to the NICU.

My baby was in the NICU for eight days and as tough as it was to be discharged from the hospital without my baby, I had peace of mind knowing my son couldn't have been in better hands. Wendy, Lovely Joy, Cindy, Pauline, Dishki, Elizabeth and Stacey the speech pathologist are my angels. The support in the NICU can be felt the moment you walk into the unit, the love and tender care the nurses show these tiny babies is truly touching.

I will always be grateful to everyone for the compassion and superb care they gave to my family and me. I'm sure you already know that the people who work at Memorial Hospital West Family Birthplace are wonderful and caring, and I feel it is important you know that their patients feel the same way about them as well.



Thank you so very much for being "Simply the Best." Your staff has touched our lives in ways we will never forget.

Sincerely yours,

Kristen

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