

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

Good day,

It's important to remember that the tasks and procedures that are part of our everyday experience can be disconcerting and even frightening for patients and their families.

Taking the time to make sure patients understand exactly what is happening and why can ease the anxiety. This letter demonstrates how kindness, patience and communication enhance The Memorial Experience.



Dear Mr. Sacco,

Not long ago, I found myself sitting in the waiting room, dehydrated, running a fever, and short of breath. I was subsequently admitted to Memorial Hospital Miramar that evening with a diagnosis of pneumonia/bronchitis.

The next morning, Marina DiPianta, a respiratory therapist, entered my room wanting to do a treatment. Unfamiliar with respiratory treatments, I was a little hesitant and asked her if I could contact my brother who is a physician at the hospital. She completely understood and patiently waited there while I phoned him. At no time did she become annoyed that I was wasting her time, nor did she walk away and claim to come back later. I got an answer and she proceeded to begin the treatment. However, she first explained EVERYTHING in detail – what everything was and what was to happen. She used layman's terms and happily answered all questions both my husband and I had. She did this every time she entered my room, very patiently and with a smile. In fact, she appeared in my room promptly at each prescribed time.

I can't begin to tell you how helpful, caring, reassuring and dedicated she was. I've been through numerous medical situations and have RARELY come into contact with someone who is genuinely there to care for you and whose love for their job really emanates. That is what I truly found in Marina.

I highly commend you on such an exemplary employee. Not only is she an asset to the hospital as an employee, but she is also an invaluable asset to those patients who are lucky enough to come into contact with her. From now on, when I have to come in for pulmonary function tests, I will most definitely schedule them when she is working.

Thank you,

I. H.

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