

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

Good day,

Expertise and skill become even more effective when people are empowered to act on what they see, and to speak up about their concerns and observations.

That's the kind of Patient First environment that leads to positive outcomes, as this districtwide LifeSaver honoree's story illustrates.

Thank you,



During her four years as a CT Technologist in the Radiology Department at Memorial Regional Hospital, Laleah DeSouza has developed a reputation as a highly skilled and compassionate professional.

Laleah says that because her mother worked in the medical field, she was drawn to the profession. Her interest in CT technology and in working with people guided her career path and it's been a good fit.

"I love my job," Laleah says, noting that she enjoys the collaboration and teamwork that are important keys to helping patients.

"We're encouraged to speak up and call the radiologists if we see something unusual, even if it turns out to be nothing," she says.

One day not long ago, that Patient First approach made a big difference.

While performing a follow-up CT scan on a patient, Laleah became concerned. The patient had a history of bleeding in the brain, which Laleah noted when she reviewed the previous scan, and the new scan showed a troubling development. She immediately notified radiologist Bruce Braffman, MD, who diagnosed a large hemorrhage and contacted the neurosurgical team for the critical treatment needed.

"Laleah's alertness initiated a chain of events that resulted in outstanding patient care," says Dr. Braffman, adding that this is just one example of Laleah's exceptional patient service. He nominated her for LifeSaver honors, which led to Laleah's districtwide recognition.

"I was shocked to be chosen," Laleah says. "I always try to treat patients like I would want to be treated. Nobody feels good when they come into the hospital, so I try to be compassionate and do what I can to help them. It's fulfilling and nice to know you've made a difference."

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