

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

Good day,

Sometimes, patients seem to come and go in the blink of an eye. Other times, patients – and their families and friends – are with us for days, weeks and months.

During one young man's weeks of treatment and recovery, his parents and brothers were strengthened by the warmth and welcome of patient- and family-centered care. This loving family's letter is a tribute to The Memorial Experience you all work so hard to deliver, and affirmation that putting the patient first makes a lasting difference.

Thank you,



Dear Mr. Sacco and Memorial Regional Hospital Family,

Last year, our oldest son, Robert, passed out in our bedroom and hit his head on the dresser sustaining a closed head injury. Robert was rushed to Memorial Regional Hospital where a CT of the brain revealed a right temporal fracture, right epidural hematoma with mass effect, and a left frontal contusion. As soon as we got to the hospital, the doctors and nurses did not waste a second. With 24 hours, our son underwent three brain surgeries.

After 18 days in the intensive care unit, and under the great care of the ICU doctors, nurses and respiratory therapists, our son finally started to show improvement, both cognitively and medically and was sent to the rehabilitation unit on the seventh floor. Robert underwent a comprehensive rehabilitation program for four weeks. This program included physical therapy, occupational therapy, speech therapy and neuropsychology. With the help of the doctors, nurses and therapists of the rehabilitation unit, Robert showed steady improvement with his physical and cognitive abilities.

My husband and I lived at Memorial Regional Hospital for over 47 days and nights, and we witnessed the great care that our son received. During that time we felt welcomed, and an integral part of our son's recovery.

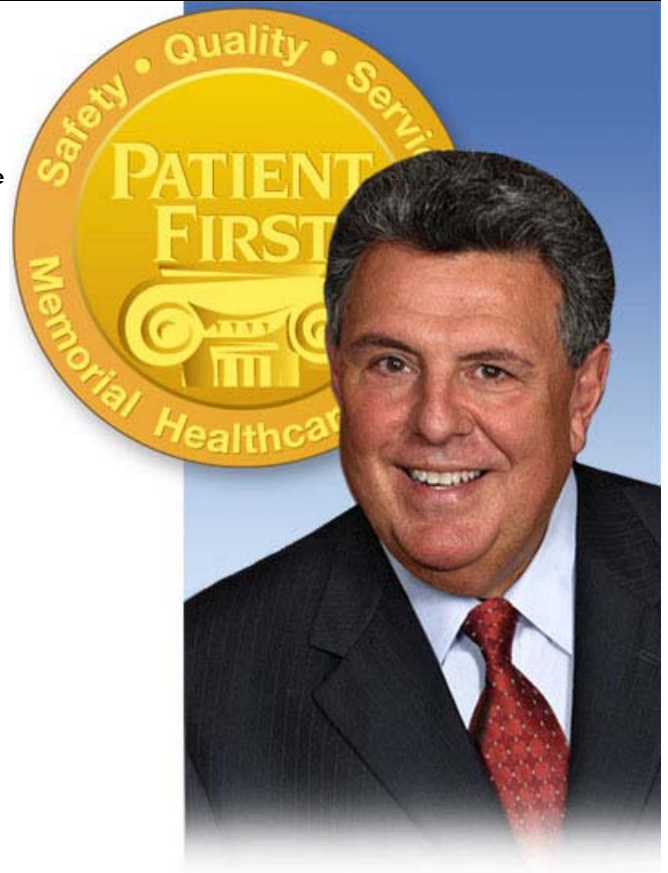
GOD placed many ANGELS in our path. We felt his presence in the faces of everyone who took care of our son. Everyone was wonderful: the environmental ladies who came into the room to clean up; the nurses who took charge and were by our son's side constantly trying to lower the pressure in his brain, his temperature and his heart rate; and the therapists who patiently taught him how to regain his balance, how to walk and how to talk again.

Just six months later, our son returned to college and today continues his studies.

Our family sends thanks and heartfelt appreciation for the kindness and excellent care Robert received. The sensitivity and support of your fine staff helped us through what was the most difficult time of our lives. We will never forget your kindness and dedication.

Competent and sensitive physicians, nurses, therapists, social workers, environmental and transportation crews are the pride of the medical profession. We are thankful to GOD and to all of you because we will have Robert around for a long, long time.

May GOD bless you as you continue to work with patients and their



families.

Thank you,

The Concepcion Family: Roberto, Carmen, Robert, Carlos and Tommy

P.S. Thank you for helping our brother come home so he can continue to love and take care of us. We couldn't live without him.
– Carlos and Tommy (Robert's younger brothers)

Department leaders please post this for all employees who do not have access to email.

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