

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

Good day,

It's a good feeling to know you can count on your neighbors. This week's letter is a great example of the positive impact we make when expert medical care is delivered with personal attention, genuine concern and caring follow-up. "Neighborly" kindness and consideration led to a noteworthy Memorial Experience for this appreciative gentleman.

Thank you,



Dear Mr. Sacco,

I was recently admitted to Memorial Regional Hospital due to acute pancreatitis, which necessitated the removal of my gallbladder. From the time I was treated in the emergency room to the time I was discharged from the hospital, I received the best care and attention from a polite and professional staff.

Patricia Soden, the nurse manager, was in my room each morning checking in to see that the room and nursing staff were meeting my needs while there and if there were questions, she was to be contacted. Janice Ulett-Forrest, my nurse, was so polite, professional and reassuring to me and my wife. She would answer any of our questions in "layman terms" so that we had no concerns. Catherine George, my LPN, was a favorite of ours. She was so pleasant and encouraging and took a genuine interest in my case.

Dr. Ludwig Pierre, my attending physician, was in my room every morning checking my vitals and reviewing test information with me making sure I understood what was being done for me. Finally, my surgeon, Dr. Brett Cohen, would come by my room to check on me and reassure me that all was going to be fine. He even came to me just prior to going into surgery to answer any questions that I may have.

The entire 5 North crew was outstanding and went beyond the call of duty. Even when I was finally discharged, I received personal telephone calls from Ms. Soden and Dr. Cohen checking on how I was doing. Even though it was a surgical visit, it was definitely a pleasant experience.

I appreciate the care I received and the genuine interest that the doctors and staff showed me while I was a patient there. You and the staff are to be commended for an exceptional job. Memorial Regional Hospital is truly a neighborhood family medical facility.

Sincerely,

Donald D. Canott

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

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