

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

Good day,

As colleagues and as caregivers, the amazing people on our Memorial team continue to outshine other healthcare providers year after year. Working with people you know you can respect and depend on is a priceless benefit. This week's letter comes from an employee whose Memorial Experience reflects many years and many perspectives.

Thank you,



Dear Mr. Sacco,

My husband, Robert, and I are both proud Memorial employees. I have been at Memorial Hospital West for 16 years and Robert has worked at Memorial Regional Hospital for 12 years.

Over the past 16 years, our family has had the opportunity to use Memorial Healthcare System more times than I care to recall!! My children were born at Memorial Hospital West, and my daughter was premature and transferred to the NICU at Memorial Regional Hospital. Then, she had meningitis and spent 35 days – including her first birthday – at Joe DiMaggio Children's Hospital, where her life was saved, literally, by Dr. Greissman and his team.

I had surgery at Memorial Regional Hospital and not long ago, Robert had a transesophageal echocardiogram by Dr. Brenda Sanzobrinio in the endoscopy suite at Memorial Regional Hospital.

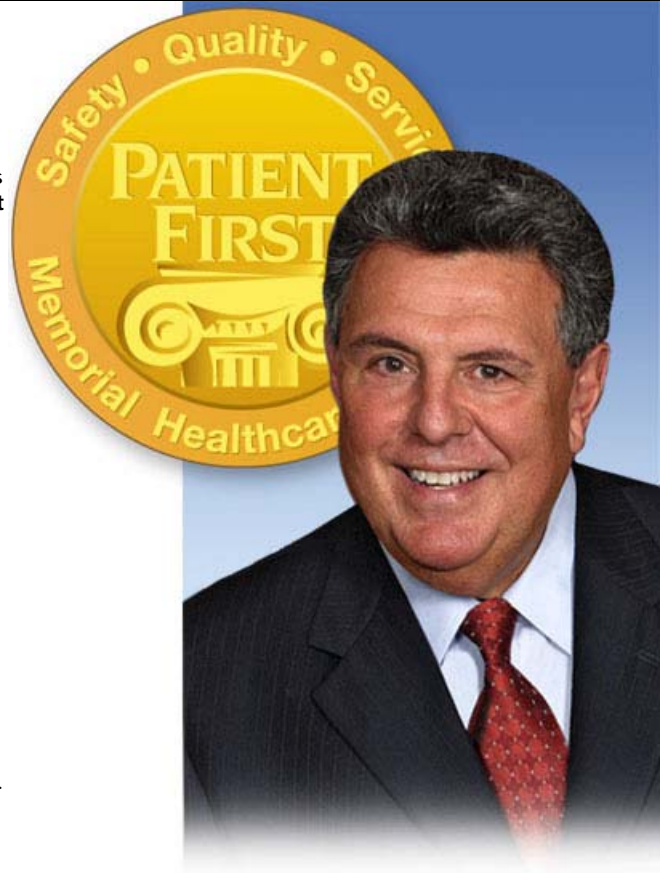
I have to tell you in these multiple opportunities, I have always been amazed at how we at Memorial Healthcare System truly deliver safe, quality, customer-focused care. The team in the endoscopy suite at Memorial Regional Hospital is phenomenal. Being a nurse manager myself, I am always watching how staff members work together and more importantly, how they treat the patient. Yesterday, Tracey Candelora, Dr. Yepes, Dr. Sanzobrinio and the rest of the team made Robert and me feel like we were their one and only concern.

I have also had the opportunity to precept for my advanced registered nurse practitioner (ARNP) certification at the Primary Care Center on Pembroke Road with Dr. Dawn Rogers. What an outstanding team!!!! I think I have found the most rewarding work there, where the people truly need it. The staff there goes above and beyond EVERY DAY to assure that those who need us the most in our community get quality healthcare and follow-up. I would leave there truly in awe of what Memorial Healthcare System does for this community.

The team that you lead at MHS is truly amazing, and I wanted to thank you for your spectacular leadership and for continuing to strive to always put the "Patient First." I can assure you that in each facility you can feel the "Patient First" care because the right people are in the right places!!!

Sincerely,

Shelly Delfin RN, BSN  
Nurse Manager 4 Central  
Memorial Hospital West



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