

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

Good day,

We recently received a letter that vividly illustrates why our commitment to putting patients and their families first is so important.

In the midst of grief, this family took the time to reach out and express appreciation for the exceptionally kind and compassionate care delivered at Joe DiMaggio Children's Hospital. Sadly, the family also discovered what it was like to be at a hospital where family-centered care didn't measure up to The Joe DiMaggio Children's Hospital Experience.

Thank you,



To everyone at Joe DiMaggio Children's Hospital who made a difference in Eliana's life – and ours:

By now, you may have heard the news that our infant daughter, Eliana, passed away.

We wanted to take a moment to thank everyone for the care you gave and the time you spent caring for our daughter. Thank you so much for everything you did.

The family-centered care that you provide is absolutely amazing.

Unfortunately, the hospital Ellie was sent to in our hometown in Georgia, while saying they were family-centered, turned out to not have near the level of excellence that you do.

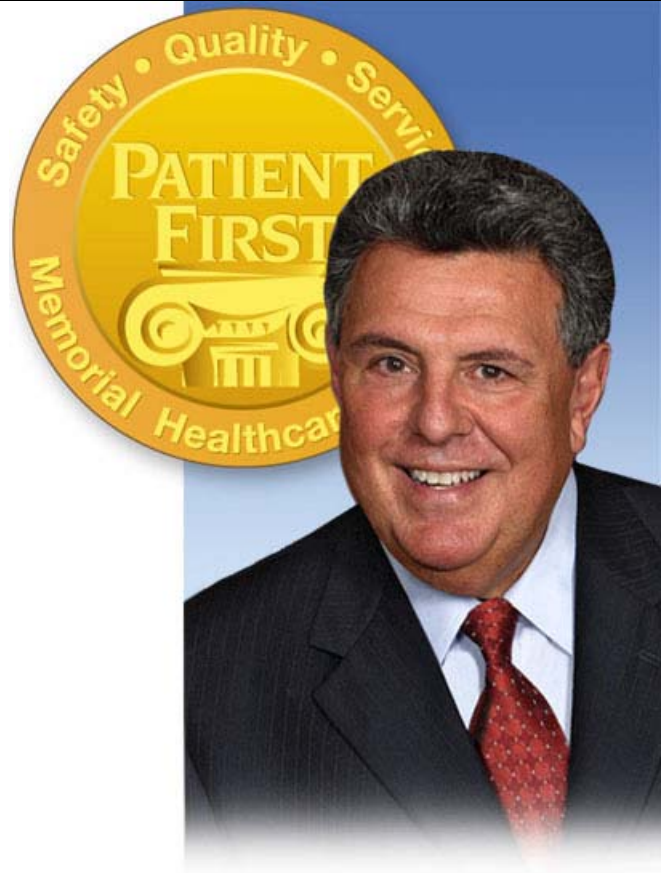
During her last day and a half while we were there, we spent well over 12 hours stuck in waiting rooms not knowing what was going on since they wouldn't allow us into the CICU during rounds, shift changes or any procedure . . . and we couldn't even get nurses to tell us what was going on.

We took every opportunity to tell them this wasn't right. My wife told everyone we saw, "You need to call Joe DiMaggio Children's Hospital to see how family-centered care should work. This is unacceptable."

One thing we noticed that we didn't give any thought to while at Joe DiMaggio Children's Hospital is that y'all were so engaged with the children, treating them as the little people they are. It's amazing what a difference walking into the room and saying "Hey Peanut, I'm here to give you some medicine" makes. During the Georgia hospital stay, we never saw the nurses talking to the children. Everyone was treated as a diagnosis, not as a patient.

With you, meeting everyone from the start and you all constantly talking with us and giving us updates, trust was built up quickly. Although we knew you were busy, we were never made to feel as if you didn't have time to talk and answer our questions. (There were times someone couldn't pause, but they always said "we can't talk now, we'll get back to you as soon as we're done with this issue." And they always followed up by talking to us later.)

Had she not been in Joe DiMaggio Children's Hospital in the beginning, we would have had so much less time with her. The time that you allowed us to spend with her while she was at Joe DiMaggio Children's Hospital allowed us to have many more wonderful memories with her. We thank you for that.



We understand that the charge nurse in the CICU here has been in touch with you and asked how y'all did things since she heard us say it so many times. We're hoping that improving the quality of care for families at the hospitals here can be Ellie's small contribution to the world.

Sincerely,

Eliana's Family

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