

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

Good day,

This week, we hear from an employee whose husband had been treated at other hospitals and then experienced Memorial's Patient First care first hand.

Their story confirms it – there's no place like home.

Thank you,



Dear Mr. Sacco:

I would like to share with you the outstanding experience my loved one and I had at Memorial Regional Hospital.

I have worked in healthcare for 28 years and, as a Memorial employee, I am very proud to say our organization has all the key elements for patient safety in place.

My husband, Raul, was admitted for an ablation for ventricular tachycardia (rapid heartbeat). The safe professional service he received from the Catheterization Laboratory and 6 Central staff surpassed any expectations I might have as a family member and healthcare provider.

First, the Cath Lab team ensured his safety by thoroughly identifying all pertinent data related to his extensive cardiac history. His significant allergies were discussed during preprocedure handoff report as well as in the postcatheterization area. The uniformity and focused attention to each detail during these crucial times was what I was mostly impressed with.

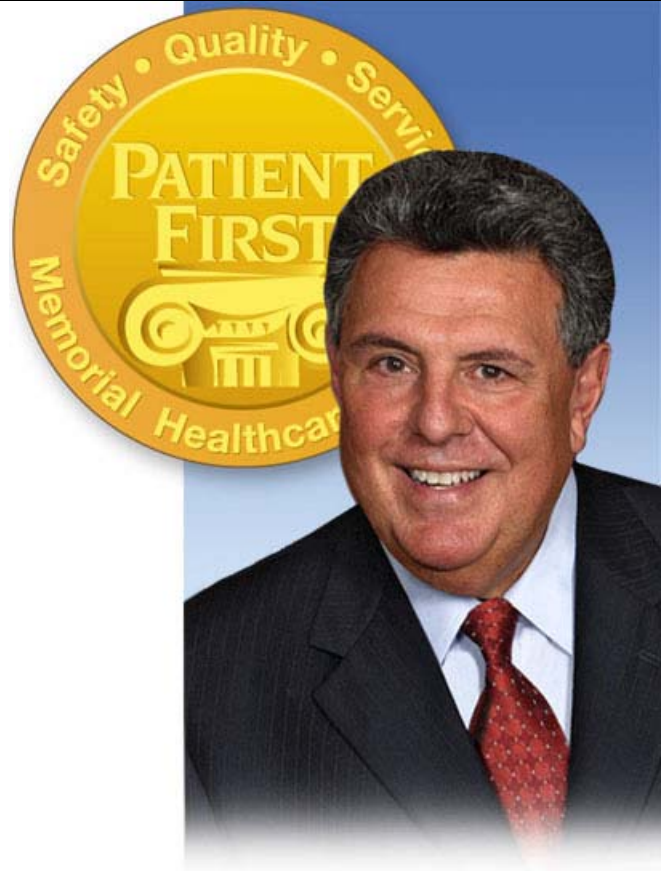
Everyone included Raul and me in his care and discussed each aspect of his care with precision. They made sure Raul understood everything that was taking place and stopped to verify and listen to any concerns and questions.

The challenge of Raul's extensive cardiac history and his 18 daily cardiac medications was of no trouble to this well-organized team completely focused on patient safety and family-centered care.

The procedure was approximately four hours, but I must say because of the excellent preparation we received in the preprocedure setting, my anxiety was to a minimum. When Raul arrived to the postprocedure area, again, all details and key elements of safety were obviously apparent and each individual was focused not only on caring for Raul safely, but including me in each aspect of his care.

Furthermore, the telemetry unit on 6 Central has all the safety initiatives in place for a successful change-of-shift Catheterization Lab admission to the unit – which is usually a challenge for many healthcare professionals. I experienced seeing the staff nurse go to the Cath Lab, receive a thorough report from the Cath Lab staff nurse, and take the extra time required to introduce himself and include both Raul and me in the plan of care postprocedure.

Mr. Sacco, usually change-of-shift is a difficult time to receive a patient because the ongoing and off-going staff members are focused on completing the day's work. I will tell you that on 6 Central the organization, communication and teamwork are exemplified and the challenge of shift change is overcome by all the safety features they have in place. As a healthcare provider myself, I have brought back to



my own units here at Memorial Hospital West key elements I witnessed first hand in this recent experience to continue to advocate safe and healthy work environments enriched with all our Patient First initiatives and patient- and family-centered care.

I can freely share that Raul's condition has taken us to **many** other hospitals, and our entire Memorial Experience (including the outstanding discharge experience) surpassed any encounter we had in the past.

Sincerely yours,

Francine Garcia-Gomez
MSN, ARNP, CCRN, NP-C
Clinical Specialist Memorial Hospital West

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