

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

Good day,

We know that not every life can be saved.

During the sad and tragic times when a family loses a loved one, patient- and family-centered care takes on a touching poignancy. Kathleen Durham, Chairman of Memorial Healthcare System's Board of Commissioners, recently received a letter that is a testament to the power of The Memorial Experience.

Even as her heart was breaking, this mother knew her son was in expert and caring hands.

Thank you,



Dear Ms. Durham,

I am writing to thank all the doctors, nurses and other healthcare professionals who assisted by son, Steven, who was brought to Memorial Regional Hospital after a fall. He was immediately taken to surgery to stop the excessive brain bleeding. The hospital notified me during the surgery and my daughter, Mariechen, and I immediately flew to Florida.

Upon entering the ICU/Trauma Unit, we were greeted by several nurses whose compassion and concern were evident. They were honest about the grim prognosis, but remained highly considerate of our feelings. They understood that we were still in shock trying to digest the details of this horrific accident.

Dr. Lee spoke to us and showed us my son's X-rays. He thoroughly explained the computerized images and the brain damage that ensued due to Steven's tragic head injury. He was empathetic and kind, yet completely honest in his appraisal of my son's grave condition.

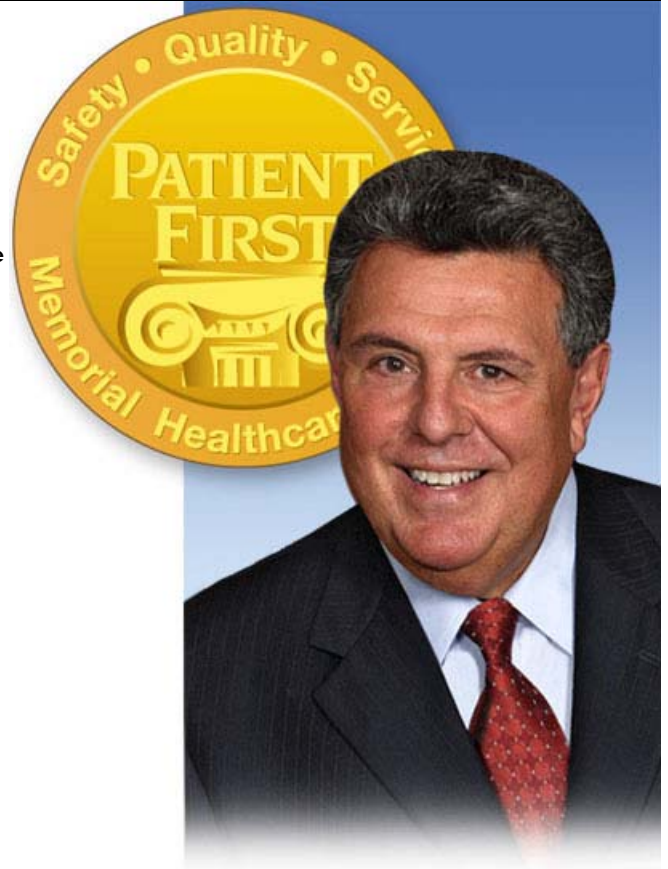
During the following days, I spoke to Dr. Rosenthal, who also treated my daughter and me with utmost care and consideration. He further explained Steven's critical situation and told us what choices were available to us. Since there was only primitive brain activity and my son's chances were almost nil for any quality of life, we felt the most humane decision was to remove life support and Steven passed away.

Unfortunately, I do not remember all the names of the wonderful human beings who took such good care of my son.

I feel that my son was very lucky to have a team of dedicated professionals caring for him at the end of his life. God was watching over everyone in the ICU/Trauma Unit of Memorial Regional Hospital giving them the skills and strength to perform their jobs to the fullest. My daughter and I want to commend all of you and thank you for all the hard work you do on a daily basis. People like you make the difficulties of life easier to bear. Please know that our family truly values all your efforts. May God always bless you!

Sincerely,

Joan



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