

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

Good day,

Like a winning sports team, we at Memorial Healthcare System work together and stay focused on our shared goal.

Our collective dedication to patient safety, quality and service scored with this patient – and saved his life.

Thank you,



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Dear Mr. Sacco,

Wow! It is hard to believe one year ago I walked into the emergency room at Memorial Hospital West not in distress, but feeling something was not right. Triage personnel correctly identified the onset of a heart attack and a whirlwind of activity was set in motion.

The result was a transfer during the night to Memorial Regional Hospital, where Dr. Gary Allen not only performed emergency heart bypass surgery, but took the time to talk with me and instill confidence that all would be well.

The quick and proper actions of the Emergency Department staff saved my life and I am very grateful.

I am so thankful for Memorial Healthcare System. From the time I walked into the Emergency Department at Memorial Hospital West through the completion of cardiac rehabilitation, I was treated by a professional team. The doctors were superb, nurses knowledgeable and supportive, nursing assistants caring and comforting, and rehab personnel encouraging at every turn of the treadmill.

The good Lord steered me to the right place. Every prayer was answered and I am back to full speed.

I celebrated the first anniversary of my surgery by officiating a couple of basketball games. I questioned whether or not I'd ever run on the hardwood again, but now I can put more heart into it than ever before. Thank you.

Sincerely,

Ron

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