

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

Good day,

Dedication to patient- and family-centered care can lead us to do great things.

As this thankful mother's letter shows, Patient First care touches lives and lifts spirits – sometimes when people least expect it, but most need it.

Thank you,



Dear Mr. Sacco,

My daughter was beaten within an inch of her life and run down by a car in a domestic violence incident. She was in the ICU of another hospital with a broken hip, broken pelvis and four pins in her shoulder. I felt lost and very upset, and did not know what to do because I was overwhelmed with bills and with caring for her.

That was when Irma Hernandez became the lifesaver of my family. Irma is a beautiful, caring and loving woman who is a patient eligibility counselor with the Health Intervention with Targeted Services (HITS) program. She came to my home in Hollywood on a Sunday – not even a workday – to hear my story. She was an angel knocking at my door.

Irma told me all about the HITS program and how it could help. She personally went beyond her normal job duties to assist us. She helped me get all our medical bills taken care of and even called a medical supply store to get us a new wheelchair. I am now able to get my daughter out of bed and take her to the doctor for treatment because of Irma.

Meeting Irma Hernandez was the biggest blessing we could ever receive. I can never repay her for all the loving kindness that she has shown our family. She went the extra mile for us and showed me that Memorial Healthcare System really cares for the people in the community.

Your organization should be proud to have Irma Hernandez working for you. She sacrificed all she could to make sure that she helped us get back on our feet. I felt I needed to thank you very much for having such a great person working for you. May God bless you and Irma for taking the time to care.

Sincerely,

Mrs. M

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