

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

Good day,

**Consistency is an important part of Patient First care. We want patients and their families to experience the Memorial difference each and every time they need our services.**

**Here's a letter about an employee who is a model of Patient First service – day after day, year after year.**

Thank you,



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Dear Mr. Sacco,

I first met Rose, one of Memorial Hospital Miramar's Best, about two-and-a-half years ago during one of my many admissions into this hospital for an ongoing medical condition and I have been blessed ever since.

During my first stay, Rose explained everything she was doing so my husband and I could understand the complicated medical world. When she smiled I knew I would never have to worry about a thing while she was my nurse. That statement still holds true.

I was recently re-admitted to the hospital and I felt an amazing aura come over me when I knew that Rose was going to be my nurse again. During this stay she continued right where she had left off. Her care is exceptional; her patience for the individuals that she is taking care of is that of an angel, most importantly the care that she gives words just can't explain. The only word I can think is simply, LOVE. She demonstrates that no tasks are too small and that no job is too big to help out with. She definitely keeps me in a positive mood while I have been in the hospital. There have been many nights when I thought I would cry myself to sleep; instead Rose has talked me right into a positive mood and we all know that is what we all need in order to get better.

Rose is definitely a role model. I have had the privilege of watching her answer questions for her fellow nurses and PCAs without hesitation. She does not just answer the questions but she ensures that they understand the questions that they have asked.

As I look around my room and I see all of the beautiful shades of roses, it reminds me of the Super Nurse who provides great Customer Service to everyone regardless of their shape, size or color. Rose truly lives up to the name her parents gave her at birth. She is a flower of LOVE that brings LOVE to everyone.

Sincerely,

C. F.

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