

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

Good day,

An incognito physician recently discovered the secret behind Patient First safety, quality and service: Everyone is a VIP.

I'm proud to share with you these excerpts from a letter from a physician-turned-patient, who recounts a stellar "secret shopper" experience.

Thank you,



Dear Mr. Sacco and Mr. Fernandez,

I am a physician on staff at all of Memorial Healthcare System's hospitals. I had surgery recently at Memorial Hospital Miramar and I just want to commend all of the staff for my excellent care.

I was extremely anxious about my procedure but from the moment that I entered the building on the day of surgery, everyone was kind and courteous.

A nurse who cared for me during preop was so incredibly kind and patient, he definitely helped to alleviate my concerns. Postoperatively, there was a very kind nurse who was so sweet to my family and explained everything step by step. On the fourth floor, I had two nurses and both of them took excellent care of me, and the patient care associates were patient and never once made me feel like I was a burden to them. My family was so impressed.

My surgeon was Dr. Ladynez Espinal. She spoke with me before and after the surgery, and spoke to my family and answered their questions after the surgery.

The facilities were beautiful, the people were kind, the floor was quiet and it truly exceeded my expectations.

I did not tell anyone that I was a physician. I truly feel that they treat all patients with this kindness and respect.

It is a pleasure to know that my patients get such great care at Memorial Hospital Miramar and I will be sure to tell them of my wonderful experience.

Thank you so much for making this experience a great one.



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