

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

Good day,

For Memorial Healthcare System to be synonymous with Patient First safety, quality and service, it takes individuals who are attentive and compassionate.

As this week's story reminds us, every act of kindness matters, and we all have opportunities to make a difference.

Thank you,



In his job as a radiology transporter at Memorial Regional Hospital South, Marcelo doesn't just deliver people from point A to point B. Marcelo is attentive to the patients he encounters, offering friendly conversation and a sympathetic ear.

He takes note of how the patients look, and asks how they are feeling, making every effort to transport them as comfortably as possible.

Yet another example of Marcelo's kindness occurred recently when he went to the Emergency Department to pick up a CT patient. Marcelo noticed the patient's bare, swollen feet were red and blistered. Rather than ignore the situation, Marcelo engaged the man in conversation and learned he was homeless.

During his dinner break, Marcelo went home on a special mission. He collected socks and a pair of brand new tennis shoes, then returned to the hospital and gave them to the very surprised and appreciative patient.

Such generous and thoughtful acts might sound surprising, but Marcelo goes above-and-beyond every day.

— Submitted by Maggie Hansen, Chief Nursing Officer, and Kim Weick, Director of Imaging, Memorial Regional Hospital South

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