

Email sent to Dr. Bill VanNess, President/CEO on Monday, May 24, 2010

Dr. Van Ness,

Please forgive my delay in sending this note, but I wanted to take the time to write to you to share with you our family's appreciation for the care your staff and physicians provided during a difficult time. Over the course of several months my step-mother has had multiple inpatient stays and emergency department visits the care has always been very good. In March, her condition deteriorated to the point in which we knew the end was near. She was transferred from her nursing home to your emergency department. Upon arrival, she was hemorrhaging severely and your team immediately sprung into action. At the point that I saw her, I knew death was inevitable. I spoke with Dr. Liz MacDonell, who was absolutely amazing. We collaborated with my dad and determined that we would not resuscitate her. Immediately, without questioning our choice, Dr. MacDonnell said, "Well, then, we need to pray right now", and she proceeded to pray for all of us. Her supporting cast was Nancy Saulmon RN, Steve Delwey, paramedic, and Robert Washington, tech. They all demonstrated the compassion and caring that makes us all proud to be health caregivers.

After our time in the Emergency Department we were transferred to the 5th floor where we had one of the hospice suites. The staff there was sensitive to our desire to be involved in our loved one's care. They gave us space but support and she passed away peacefully that evening. My dad wanted to also recognize Sheri from the Healthy Hearts program who provided care for quite some time for my stepmother. Her care, concern and expertise were greatly appreciated as well. Please forward this note to your Chief Nursing Officer, Chief Medical Officer and recognize these outstanding staff members. They are delivering service for which you all can be proud.