



The Thanks We Get

The Thanks We Get features letters of appreciation from patients, their families, the community and the UMDNJ staff. We thank them for reminding us of everything we do to help and heal our patients.

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*In the book, **Meaning & Medicine**, author Dr. Larry Dossey tells us, "Altruism behaves like a miracle drug. It has beneficial effects on the person doing the helping - the helper's high; it benefits the person to whom the help is directed; and it can stimulate healthy responses in persons at a distance who may view it only obliquely." The next letter proves this statement true!*

Recently, I had x-ray services performed in the **Radiology Department** in the DOC. **Eileen Smith**, radiology technologist, took care of me and was exceptionally kind and professional. I appreciate that she did her best to make my experience so positive and uplifting. Afterwards, I felt better both physically and emotionally.

When you help the patient, you are also of great assistance to their loved ones, as seen in the next letter.

I cannot say enough about the **staff** of the **Breast Imaging Center** in the Cancer Center for coming to my daughter's rescue. I appreciate their smiles, words of reassurance and for keeping me calm. I am so grateful!

Everyone wants to feel important. There may be a dozen patients waiting to see you on a particular day— but that doesn't matter. When they are in your care, they want to feel like your only patient. If you can make them feel this way, you will always be remembered as demonstrated in the following two letters.

I wish to thank **Shiby Mathew Sebastian, RN**, from **I-Yellow 1**, for the kindness and attention she gave to my Dad during his hospital stay. She made us *both* feel at ease, and despite her busy schedule, my father always felt as if he were her only patient.

I want to extend my deep sense of gratitude to **Constance King, RN** and **Gemelia Jeffrey, RN** from **I-Yellow 1**. Thank you for your caring disposition and for having gone the extra mile to care for my brother. You will never be forgotten.

When you surprise your patients with genuine empathy, good communication, and a real interest in what they have to say, it can have a profound effect, as illustrated in the following four letters to the Division of Transplant and Hepatobiliary Surgery.

It has been a real blessing to be cared for by the **University Hospital staff**, and in particular, the **staff** of the **Division of Transplant and Hepatobiliary Surgery**. Everyone there is professional, thorough, compassionate, and pleasant. In my eyes, they are unsurpassable! I owe my life to them.

I'd like to extend a special thanks to **Eloisa Laudato-Hufalar, RN**, Clinical Coordinator of the Division of Transplant and Hepatobiliary Surgery. She played a very important part in my wellness goals. I just want to make sure that she knows I appreciate all she has done for me. Keep up the good work, Eloisa!

I wish to send my heartfelt thanks to **Eloisa Laudato-Hufalar, RN**, for everything she has done for me in the past and continues to do for me now. Her kindness and support will never be forgotten. She has pulled me through the bad times and is here for me in the good times. I am eternally grateful.

Having **Dr. Dorian Wilson** and **Eloisa Laudato-Hufalar, RN**, provide me with such detailed medical explanations was extremely helpful. They both reassured me that I was doing the best I can, and that I should not worry about things I cannot control. I appreciate their exceptional care, their professionalism and their true sense of caring.

*Clinical skills and efficiency in healthcare are important, but patients want more. They want a good team who genuinely cares about them. In short, what matters most to patients, is knowing that they matter to you. The following two letters about the **Coronary Care Unit** illustrate this point beautifully!*

Dr. James Maher, Dr. Christina Gerula and the entire **CCU staff** are all wonderful! I want to thank them for their help, encouragement and support during my hospitalization. Although I don't remember much about my stay, my family has told me how professional and supportive everyone was to me. I am most grateful!

I want to thank **Janet Mosely, RN** in the **CCU** for being so kind to me. She made a big difference!

The following letter of praise was written to Theresa Rejrat, RN, University Hospital's Chief Nursing Officer.

You should be so proud of the **I-Blue nursing staff**. While I was a patient on this unit, the nurses were professional and very kind to me. As a matter of fact, *everyone* on the unit was great to me, even the staff of **Environmental Services**. In particular I will never forget **Juliette Prieto, RN!** She was the best!

*This letter of appreciation was written to the **NorthSTAR crew** in appreciation for the lecture they presented at the Passaic County Technical Institute.*

Thank you for teaching our senior class about the roles and responsibilities of your life-saving team. Your expertise and ability to work together set a professional and productive tone for our students who are interested in criminal justice and health occupations. A special thank you goes to the following individuals: **Sgt. Toby Hill, Sgt. Brian Lutchko, flight medic, Les Titus and fight nurse, Mary Beth Wiedeman.**

Put patients first. Keep patients safe. This University Hospital philosophy was demonstrated by the staff members mentioned in the next letter.

My husband was a surgical patient at University Hospital. The **staff** of **Same Day Surgery**, the **PACU** and the **Inpatient Surgical Unit** was professional, proficient and engaging in all interactions. I was impressed by their caring manner and in their compassionate approach to patients. I was especially grateful for the patient advocacy of **Allison Baker, RN**. My husband was cared for by **Ray Scarpa, DNP, APN**. Although we knew him previously, we can now attest first-hand to his competency, excellent communication skills and ability to work well with others. Dr. Scarpa planned and described each step of the process my husband was to go through. He was reassuring, educated, and kept us well-informed. My husband's surgery was handled by **Dr. Soly Baredes**. From our initial evaluation, Dr. Baredes was thorough and an excellent communicator. Despite his busy workload, we appreciate the effort that he and his **office staff** took to schedule the surgery as soon as possible. My husband is recovering well and I am certain that it is due to the skill and management of Dr. Baredes. When a patient receives a diagnosis of cancer, it is devastating. Patients and their families want to know that they are receiving the highest level of care from everyone. I am glad that we chose University Hospital and Dr. Baredes over other institutions. We felt safe in his care, and that is the highest compliment I can pay.

In healthcare, you have to expect the unexpected. This means that everyone needs to be well-prepared, highly trained and professional in attitude. When you have all this on your side, the results are generally very positive as seen in the next letter.

The **registration staff** from **Outpatient Radiology** was courteous, kind, efficient, and patient. **Dr. Huey Lee**, who did my lumbar puncture and x-ray technician, **Esther T. Willis** were wonderful, as were all the **residents** and **nurses**. I had an unexpected spell of fainting, and their help in this situation was quick, helpful, and professional. They are all to be commended.



*Follow James Gonzalez, MPH, FACHE
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