



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.

March 2010

*In the following letter, we see how a special team from **Emergency Medical Services**, made a great "first impression" on more than just the patient.*

I would like to commend **Trisha Cisternino** and **Matt Kruegar** for the exceptional way they took care of me when I became ill at work. They were the perfect team. They were knowledgeable, caring, courteous, and able to calm my fears in an instant. When I returned to work, all my co-workers commented on their expertise. They were particularly impressed with the way in which Trisha and Matt handled the public. Please recognize these two individuals for their superb knowledge, skills and abilities.

*Regular small acts of kindness contribute to our health, longevity and well-being. So when we are kind to our patients, we are also helping ourselves. Here, two patients from **E-Blue**, express how they were impacted by the power of human kindness.*

The care I received from **Stella Okonkwo, RN**, was better than that of any other hospital. She should be commended for her patience, understanding and expertise. She made my stay surprisingly comfortable.

Just wanted to let **Tricia Joseph, RN**, know how much I appreciate what she did. Please thank her for being so caring and kind. Stay sweet.

In the following letter, we can see how important it is, when the patient's loved one, also receives a little "TLC."

I would like to say how much we appreciate everything that **Aleyamma George, RN**, from the **CTICU** did for my husband. She gave him lots of time and was very patient, especially with me.

***E-Blue** – Stand up and take a bow! You certainly deserve it!*

Words cannot express the gratitude I feel for the excellent care the **E-Blue staff** provided to my son while he was under your care and on life support. God Bless you!

I would like to thank the **E-Blue nurses** for all your expertise and kindness. With God's help and your care, I am alive and well.

I was recently a trauma surgery patient. During the course of my stay, nursing assistant, **Sarah Webb**, provided me with great service. She always had a smile on her face and was pro-active with regards to my care. She did her job with great professionalism, thoroughness, and most of all, empathy. Sarah was sensitive and attentive to my urgent medical needs. Because of her, my confidence in medical professionals was restored.

We want to thank the **E-Blue nurses, doctors, rehabilitation and occupational therapists, patient advocacy team, and social workers**. The world is a whole lot better because of all of you. You were joyful and gave excellent care to everyone – every time! Please accept our thanks of the very warmest kind.

*Success is truly a team effort, as demonstrated by the following letters written about the **G-Blue** staff members.*

The **G-Blue nurses** are the best! But these words don't even begin to express the deep appreciation I feel for your thoughtfulness. Keep up the good work and thanks for taking care of me.

Nursing assistant, **Wilson Nwaejiaku**, was thoughtful, diligent, and very supportive to our son. Please thank him and let him know how much he is appreciated.

Words can't begin to express the deep appreciation I feel for all the **G-Blue nurses**. They are especially thoughtful and did a great job taking care of me. They are ALL the best!

My family wishes to commend **Yvonne Campbell, RN**, for her excellent clinical observation, responsiveness and ability to carry out the physician's orders immediately. She is truly remarkable.



When it comes to the business of healthcare, everyone at University Hospital plays an important role.

The service provided by the **Food and Nutrition staff** exceeds Five Star! They are excellent. I'd also like to thank the **chef** for preparing excellent food.



When we give patients our undivided attention, it can be the best medicine of all.

My husband and I wish to express our appreciation to **Helen Ancheta, RN**, of the **CCU**. She was attentive and very kind. She took special care of my husband. We will never forget her.



*Treat the patient as if they were your mother, father, sister or brother and you can't go wrong. Just ask the staff of the **Medical Intensive Care Unit** .*

We'd like to extend our gratitude to the **MICU staff**. We will never forget the magnificent care that they gave to our loved one. We knew that they had to be in ten places at once, but they choose to be with us in our quest for answers. The hugs and expressions of sympathy from the **doctors, nurses, nursing assistants** and **interns**, made us feel like family. They were the perfect balance of professionalism, competence and compassion. They were confident and honest, and at the same time, very supportive and loving. They devoted so much time to just listening. They are truly an intensive CARING unit.

Soledad Delamerced, RN, has been my little angel. My life was in her hands. I thank her for all her care. I will miss her when they move me from this floor. But I thank God for bringing her into my life.

I wanted to express what wonderful care my son received while he was in the **MICU**. Your **entire staff** was terrific.



*When you have an outstanding team that works together to provide superior patient care, the outcomes can be nothing short of miraculous. Hats off to the **SICU Team** for their hard work and dedicated, compassionate spirit!*

I would like to thank **Drs. Baburao Koneru, Adrian Fisher, Andrew N. delaTorre**, and **Dorian Wilson** as well as social worker, **Janet Harris Smith**, and the **SICU staff** for helping my husband. God bless you.

We'd like to extend our sincere appreciation for the extraordinary and tender care provided to our son during his last days on earth. In particular, we'd like to thank the entire **SICU nursing staff**, especially **Lucy Meneses, RN**, and **Kathy Sullivan, RN**. You are in our hearts and prayers. We'd also like to thank **Drs. Lawrence Harrison** and **Chiachi Wang**, both of whom did everything possible to save our son, and the **Bereavement Team**, for their gentle and compassionate advice. Thank you for your professionalism and all that you have done for our family during the most difficult time of our lives. May God bless you.

We would like to thank every member of the **SICU nursing staff** for taking care of our daughter. Because of your gentleness, sensitivity and kind words we would not have been able to sleep at night. Thanks for putting up with our endless questions and our tears in the beginning weeks. I have learned a lot through this ordeal – especially about the importance of nurses. You are the “cream of the crop.” God bless you!

I want to acknowledge **Melissa Forgie, RN**, the wonderful nurse, who cared for me while I was in the **SICU**. I had an accident in the Newark Airport and was brought to your hospital with a frontal epidural hemorrhage which required emergency surgery. Your staff helped me to cope with the frightening situation of being in an unfamiliar area, away from family and friends. Ms. Forgie went beyond the call of duty to give me excellent care. She was very kind, caring and understanding of my situation. She also offered wonderful advice. Ms. Forgie should be commended and acknowledged for her outstanding service to your hospital and her patients.



Survey results and data are just one indicator of how we're succeeding as an institution. If you want a more in-depth picture, just listen to what the people are saying.

I will never forget the night one of my officers and his partner were injured. The officer's injuries would have been fatal, if it were not for **Dr. Devashish Anjaria** and his **team of “miracle workers.”** However, there was another victim that needed immediate attention that evening - the officer's mother. **Robert Spellman** from the **Patient Advocacy Department** was emergency treatment for her. He was the doctor and the nurse. I have had experience with traumatic issues with my officers before. This mother had not. Robert's confidence, explanations of procedures and general knowledge saved the officer's mother from becoming a patient. He also took the time to explain what was taking place to the dozens of other officers who were anxiously waiting for

news, outside the Emergency Department. The City of Elizabeth, Union County Sheriff's Office, the County Manager, the Board of Freeholders and I, would like to extend our most sincere thanks to you.



How we communicate with our patients – not just the words we use, but our body language, sincerity, warmth, and the usefulness of the information we give, is a deciding factor in whether patients give us “high marks” on the patient satisfaction scores AND in whether they choose to return to University Hospital.

My daughter was transferred to University Hospital because of an acute liver issue. While we were there, her father and I turned to **Daniel Vargas, Patient Advocacy Department** for assistance. Daniel exceeded our expectations. He responded to our concerns with a sense of urgency and pulled together all the relevant doctors to agree upon a decision that clearly had the best interest of our daughter in mind. He followed up with us later and educated us on patients' rights. He also helped us navigate through the complex maze of healthcare options and regulations. When I called last week to request a letter from him, he responded within a matter of hours. For patients who are dealing with the many decisions which come with the sudden hospitalization of their child, having someone like Daniel made a significant impact on the overall experience. We were grateful that he was there and took our concerns so seriously.



Little things mean a lot. Just read this letter from one of our patients and you'll understand why.

I cannot commend **Roger Stein, MS, PA-C**, from the **Orthopaedic Practice** enough! My hip and back problems are very complex, and Mr. Stein has been very efficient and faithful with respect to keeping me informed. During my last appointment, Mr. Stein was especially helpful. I explained to him how deeply I was concerned about being exposed to infection in the crowded waiting room. He gave me permission to sit in the hallway where there weren't as many people. He promised to call me when it was my turn, and he did. He is exceptionally kind, patient and pleasant. I appreciate that Mr.

Stein always treats me as an individual and not as a "number." In my estimate he's a huge asset to your department.



Some things change – but not patient expectations. Patients still want quality care, courteous service and personal concern from their doctor, nurse, physical therapist and anyone else involved in their healthcare.

I would like to extend my gratitude to the entire **University Hospital Medical Staff**, with special reference to **Roger Stein, MS, PA-C** for his professionalism in the execution of his duties. It gives me great assurance to know the University Hospital upholds the high standard and quality care their patients deserve. It also gives me pleasure to be able to count on **George Gabriel, PT, DPT**, from **Physical Medicine and Rehabilitation** and all the **doctors** who have contributed to my recovery.



It takes a really special group of individuals to help make a sick baby AND their parents feel better. Take a look!

Thank you for your encouragement and support during my daughter's hospitalization in the **Fetal Intensive Care Nursery (FICN)**. Your strength and clinical skill, helped to give us hope. The patience and tenacity that the **nursing staff** showed my daughter, as well as all the other babies, carried us through a very difficult time. Your nurses were always intensely focused on providing excellent patient care. When we cried and felt weak, you were there. We became stronger because of your kindness.



*Very often, the job description is only a small part of what do each day. People who really experience job satisfaction, are those who have stepped "outside the box" to help someone else. Just ask **Tynice Gordon, CNA, E-Yellow, Same Day Surgery**.*

There are no words to express what her kindness and generosity meant to me and my husband. She became aware of our problem and involved herself immediately, which was remarkable! Most people who learned of our problem, would just say, "How awful" and leave it at that. Not only did she come up with an immediate solution, but she took a great chance on a total stranger. She continued to offer concern and sympathy with her words of comfort. She is not only a sensitive, gracious person, but I believe that the Lord acted through her because she is so special to Him. We will never forget what she did. My husband has been telling everyone, just how unique and wonderful she truly is.



The UNIVERSITY HOSPITAL

University of Medicine & Dentistry of New Jersey

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