



# 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 2012

*Sometimes a few words, say it all!*

I'd like recognize **Ramona Smith, RN**, whom I had the pleasure of meeting while I was in **Medical Special Procedures**. Ramona was friendly, well-organized, efficient and extremely competent.



*This letter of appreciation was written to the following members of the CCU: **Staci Moore, RN, Maya Baby, RN, Regina Copeland, RN, Heidi Paguio, RN, Asha Chirakandathil, RN, and Jincy Cherian.***

Thanks so much for taking care of our father. You were all wonderful and treated him with great care. You are truly a blessing.



*The care we provide to our patients reflects not just on ourselves, but on the entire hospital.*

My son, a patient on **E-Blue**, was cared for by **Jamie Fronheiser, RN**, and **Rahbbee Glover, RN**, the best team of nurses I have ever encountered. They were very compassionate and treated my son with outstanding clinical care. Never once did we question their competency. We are grateful for the care my son received at University Hospital and even more grateful that Jamie and Rahbbee were his nurses.



*Actions speak louder than words, as we see in the next letter.*

**Evans Fanor**, patient advocate, has a heart of gold! My 25-year-old son was assaulted, robbed and

brought to your hospital by the police. He had no money and no way of getting home. His anxiety-based neurological condition made the situation even worse. After my son was discharged, Evans provided him with bus fare for his trip home. In my heart, this act of kindness saved my son's life. His generosity and kindness comforted my son and renewed my faith in mankind. Evans has a strong moral compass and manages to see the good in all mankind. His dedication to your patients is outstanding.



*The following letter is a testament to excellent teamwork!*

I would like to tell you about my experience in the **Radiation Oncology Clinic**. The **nurses** were soft-spoken, patient and caring. They made a scary and overwhelming experience, easier to take. Because of their ability to listen and continually monitor my condition, I made it through. My radiation oncologist, **Dr. Sung Kim** was remarkable. He had a contemplative calmness that was soothing. He made me feel like I was a valued part of the process. The staff's personalized approach to my care was like an emotional "boot camp" which helped me weather the storm. The **radiation oncology technicians** gave me confidence and encouragement. They were professional, kind and patient. Finally, the front desk receptionist, **Denise Gainer**, was very responsive.

Whether it's helping young children learn about the **NorthSTAR Air Medical Program**, or providing life-saving medical care, the following three letters speak volumes about the professionalism and kindness of the **NorthSTAR staff**.

Thank you for allowing the **flight crew** of **NorthSTAR** visit the Lafayette School. **Tim Brown, RN**, provided an age-appropriate overview of NorthSTAR and also explained the role of the crew members. He spoke eloquently on the importance of teamwork in providing medical attention during an emergency.



My husband, a police officer from Clark, New Jersey, was involved in a very serious car accident. Thanks to the dedication and work of the following **NorthSTAR crew**, my husband survived this horrible accident. They are: **Flight Nurse, Joanie Ridarick, Flight Paramedic, Rick Witzel, Flight Pilots, NJ State Trooper, Tyson Mowry, and Sergeant Don Homeijer**. Although my husband suffered a serious traumatic brain injury, he is still here with us, thanks to you. I am hoping that by writing this letter, you will all know how much you are truly appreciated.



I cannot thank the **NorthSTAR crew** enough for giving me the chance to spend the rest of my life with my husband. Without your quick response and doing all the "right things", he may not have made it. Words can't express how much your efforts have meant to me. Keep doing what you're doing.



*Knowing that the person who is doing an intravenous injection has a high level of competency can*

*help a nervous patient truly relax. For example...*

**Bill Fuellhart, RN**, from the **Radiology Department** is my savior! I'm an outpatient who gets cat scans every 3-4 months. Bill is the only one who can find a vein in my arm. I want to thank Bill and University Hospital for having him on staff. Besides being the best at what he does, he has a special way of relaxing the patient so that the trust remains.



*When we truly do the best we can, the results can be amazing, as seen in the following four letters to the staff from the **Neuro ICU**.*

I'd like to thank all the **Neuro ICU nurses**, (all shifts), who took such great care of me. You were kind, patient and encouraging and helped me keep my faith when I had none. I will never forget you for your kindness and magnificent care. You were instrumental in my healing.



Our family would like to thank the **Neuro ICU staff** who helped us during our time of need. You were all so professional and kind. Words cannot describe the comfort that our family felt from your care.



My family and I would like to express our appreciation to the **Neuro ICU staff**. Your extensive efforts to comfort us in this devastating time will always be remembered. Although I don't know how I am going to make it through without my husband, I want you to know that with God and your loving support, I will survive. You made a difference!

Although I can't remember the names of everyone in the **Neuro ICU**, I can remember everyone that offered me words of support and encouragement. The care you provided to my loved one, was the same type of care you would provide to your own family. You all have a special place in my heart and will never be forgotten.

*Whatever we can do to lessen the anxiety of a patient is always appreciated as seen in the following letter.*

I wish to thank **Sarah Kesten** from **Ambulatory Care Services**. She was a great inspiration to me and helped me through my surgery.

*Bravo to the staff members who made this patient's stay a positive one.*

Our mother was a patient at University Hospital for almost two months. The staff was exceptionally compassionate and kind, especially **nurses Jackie Billey** from **I Blue** and **Helen Ancheta** and **Leah Joven** from the **CCU**.

*When you demonstrate a sincere and personal interest in others, you touch a heart forever.*

I wish to express my sincere gratitude to **Mary Jackson, Radiology Department**, for helping my husband navigate through the system to care for our granddaughter. The world would be a better place if more people were as helpful as Mary.

*The following words of praise are extended to the entire staff of the **CCU**.*

I visited my uncle regularly in the CCU and I was extremely impressed by the professionalism of all the **doctors, nurses, and support staff**. They treated my uncle with dignity, and my mother and

aunt with compassion and respect. Thank you so much for caring.

*Kindness and excellent patient care are a winning combination as demonstrated by the following letter.*

The **Liver Transplant Team** at University Hospital – **Doctors Baburao Koneru, Adrian Fisher, and Dorian Wilson** gave us 13 glorious years with my brother that we otherwise wouldn't have had. Their talent and dedication transformed him into a walking medical miracle. In the end, they became our friends who counseled us with love and compassion.

*Will the members of the **CTICU** please stand up and take a bow! You certainly deserve it!*

The CICU gave all they had in their attempts to save my brother's life. They were determined to do what was best for him, and genuinely sad when he passed. Thanks for your support, encouragement, and understanding. You are all amazing, as is your entire hospital.

*In the following letter, we see the importance of extending some "TLC" to the patient's family.*

My family would like to thank all of the **staff on G-Blue**. We would like to extend a special note of gratitude to **Jean Claude Pierre, RN**. Jean was professional and compassionate. He went above and beyond to comfort our entire family and our loved one. He made a big difference!

*We are all blessed with gifts and talents in which to serve others, as seen in this letter.*

I wish to thank **Daniel Vargas** from the **Patient Relations Department** for all his help. He is truly gifted at what he does. He is the consummate professional while remaining warm and consoling.



*Who would think that having blood drawn would be a great way to start the day?*

*This patient did!*

Everyone in the **Blood Lab** was very kind and considerate, especially **Michael Grabow**, phlebotomist and **Lorraine Karst**, supervisor. I really appreciate everyone's efforts to make it a positive experience for me. It was a terrific way start to my day!



*The following letter is from the Essex County Sheriff's Department, in appreciation for the care provided to the family of Jorge Oliveira, a detective, a sergeant in the National Guard and a Newark native, who was killed in Afghanistan on his third deployment.*

I would like to thank **Bill Dougan**, **Joe Burlew**, and the other **EMS staff** who assisted with the planning and operations of the funeral of Detective Jorge Oliveira. This was a difficult day for the Oliveira family and our staff as well. The personal attention to Mrs. Oliveira provided a level of comfort that was invaluable. In particular, I wish to thank **Nancy Hamstra** who guided us and **Terry Hoben**, EMS coordinator. Mr. Hoben attended our planning meetings and offered advice as well as full support for the event. Your staff performed optimally, a standard we have come to expect.



*This letter demonstrates the value and impact of high quality teachers.*

I passed the Advanced Cardiac Life Support (ACLS) course thanks to two wonderful instructors from the **UH/UMDNJ Community Training Center**. Both **James Fox** and **Ed Wheat** were EXCELLENT. James presented the ACLS materials in an easy-to-understand fashion and helped us with the process behind the system. Ed was dedicated, confident, and knowledgeable. He told our class, "I want you to understand this material because you could be saving my mom or dad some day." He truly lives up to his own words.

### **Send Us YOUR Thanks!**

If you or one of your colleagues receives a letter of thanks, please send it to Kitty Donohue, UH, C431 or by email to: donohucm@umdnj.edu. We'll be delighted to include it in the next issue of *The Thanks We Get!*



**The UNIVERSITY HOSPITAL**  
University of Medicine & Dentistry of New Jersey