

**Note: The following letters do not include the names of patients and families in order to protect their privacy.**

**To:** Macneil, George D.; Michelman, Bonnie S.

**Subject:** Excellent Partners in Action this morning - close call

Bonnie and George,

I am writing to tell you about some great patient work at MGH this morning. As I was walking through the main lobby at 7:45 am, I came upon a pregnant woman at term, alone, having difficulty walking, who appeared to be in distress actively contracting. I offered her assistance, helped her into a wheelchair and she said, "please Blake 14." I took a deep breath and moved us forward to the many elevators (confusing for me) and called to Buildings and Grounds staff member, Tim Muse to help us to get to Blake 14. Tim helped to move us through the people in the lobby. As we made our way towards the elevators, I saw Officer Joe Crowley (in a disaster drill vest) and asked him to help. Joe and Tim got us to Blake 14 (after the elevator stopped and wouldn't budge past Blake 13...with time running out), and helped the patient into the labor unit. She was fully dilated on arrival and delivered a healthy baby girl at 8am!!!!

Tim then escorted me to my meeting on Gray Bigelow 7.

Tim and Joe are excellent examples of great MGH staff who did whatever necessary to help this patient.

An MGH employee

**To:** Bethune, Cristina M.

**Subject:** Nursing - Ellison 10

Dear Ms. Bethune,

I was a patient of yours last week on Ellison 10. In fact, you escorted me to the cath lab for a procedure!

I want to express to you how deeply grateful I am to your staff for the way they provided everything I could have possibly needed to understand my condition and move forward with a new regime of meds and lifestyle changes. I can't say that I am surprised because expectations for MGH are extremely high and best care available is a given!

What I want to comment on is the "culture" that I experienced. I have been thinking about the best word to describe an underlying, yet dominant, value that permeated the atmosphere and tone of each interaction with your nurses; that is "kindness." If professionalism was the text, "kindness" was the music, the background that accompanied it and made it complete.

You have managed to create a culture in which the head and the heart are complimentary. Very rare and very much appreciated.

Please express my gratitude to your staff.

An MGH patient

Good afternoon,

I wanted to take a minute to send my sincere thanks not just to you and the child life staff on Ellison 18 and in the PICU (and seriously, thank you all-the past three months would not have been bearable without you), but also to your volunteers. Everyone we've met has been kind, courteous, and have gone out of their way to make sure we had what we needed, and it is so appreciated.

One volunteer, however, has gone above and beyond the outstanding service and care we receive from all of your volunteers. Katie Larsson, who we've come to know both here on the floor and in the PICU has been a godsend, not just for my daughter, but also for me.

One of the difficult things about being the parent of a kid with a long-term hospitalization is that, as they should be, virtually every interaction you have revolves around your child's malady. From the medical professionals to the support staff, everyone is deeply committed to making your child well again, and most conversations are about achieving that goal, both in the moment and in the long-term. Outside of the hospital, conversations with family and friends are updates on how your child is doing, and it can begin to feel that you have the same conversation dozens of times daily.

Katie, while first focusing on making sure my daughter had what she needed, also provided such a valuable service to me by sticking around and spending a few minutes talking to me about *anything but* her medical situation. Those 20 or 30 minute visits once or twice a week provided me with the mental health break I needed to continue being a good advocate and caretaker for my daughter.

I can't tell you how grateful I am for her time. I hope you will convey my gratitude. Also, if there is a mechanism for a parent to nominate a volunteer for any service award, please consider this email just such a nomination. I can't imagine a volunteer more deserving.

Thanks,  
Father of an MGH patient

To: [MHUGHES@PARTNERS.ORG](mailto:MHUGHES@PARTNERS.ORG)

Cc: [TGALLIVAN@PARTNERS.ORG](mailto:TGALLIVAN@PARTNERS.ORG)

Subject: ED visit at MGH

Ms. Maryfran Hughes,

I am emailing you because I had a really great personal experience recently with the staff there and want to express my gratitude, as well as recognize one nurse in particular.

A couple of weeks ago (on my birthday) I was a pt. in the ED after being involved in a car accident. From the second the EMT's brought me through the doors at MGH, every person I had contact with was absolutely wonderful. In addition, the RN caring for me, Jacqueline, went above and beyond in her care for me and was able to make my really frightening day/birthday into an okay day. Not only were her bedside manner and patient care skills exceptional, she also used her break to get me a little birthday treat (complete with a sweet and funny note that made me smile).

Anyway, just want to let you know that the ED staff at MGH is awesome and I am proud to have such an amazing medical facility in my community.

An MGH patient