

# Health Care Heroes

A compilation of commendations

August 2009

## Praise From Our Patients and Families

Recently my husband was treated at MCGHealth. As a retired nurse from MCGHealth, I feel the need to share our experience. Throughout the years as a staff member, I always practiced the patient- and family-centered care philosophy. This was my first time witnessing it from a patient and family point of view. My husband chose to have his surgery at MCGHealth because of **Dr. James Brown's** extensive experience, excellent bedside manners and ability to create an atmosphere of trust and compassion. We knew Dr. Brown was the physician for us!

Everything about our experience was wonderful, starting with our visit to the Urology Practice Site in the ACC. Everyone was very courteous and always greeted us with a warm smile. We will always remember the professionalism and caring attitudes there.

On the morning of my husband's surgery, **Janice Wilson** did a wonderful job of keeping us informed making sure he was comfortable. The nurses in the

operation room were courteous too. They eased my mind during the surgery by keeping me informed on his condition.

After the surgery, he was moved to 8 South. We were blessed with an excellent nursing staff. I want to thank **Paulette Hazel, Marvin Graham, Yvonne Reeves** and **Collier Badger** for their care and compassion.

MCGHealth made a great impression on us. The level of care went beyond our expectations and we are forever grateful. This is our hospital of choice and we will highly recommend it to others.

My mother was recently a patient on 7 South. **Stacie Gray** was so wonderful to her. I could tell she really knew what she was doing. Her concern for her patients really showed. In addition, she always explained things to us in a way that was easy to understand. Thanks for your smiling face, great care and compassion. You are truly a valuable asset to MCGHealth.

I want to thank everyone in Neurosurgery for the wonderful care given to my son during his stay for brain trauma care. Everyone treated him as if he was their child. The level of compassion and concern he received helped contribute to saving his life. I am very thankful that he is now back at home, beginning the healing process.

I've had a great experience at MCGHealth. All of the doctors and staff were nice, caring and professional. My family and I are grateful to have been treated in such a wonderful hospital. Keep doing what you do!

The Neuroscience Clinic is very adequate. The nurses and office staff were extremely personable and professional. I was very impressed with **Dr. David Hess**. I will certainly recommend him to others.

**Tyra Newton** is an absolute angel. She is a very compassionate and highly skilled professional. She treated my mom as if she was family.

## Comment Cards

### 4 West

**Betty Fletcher** has been outstanding. She has been a blessing to me and my family. I could never repay her for everything she's done. Thanks for all of your help!



**Kunjumole Abraham** was very kind and professional. Thanks for everything.



### 5 South

I am very happy with the level of care I received here. The nurses were very nice and helpful. Thanks for taking such good care of me.



I really enjoyed my stay at MCGHealth. The doctors and staff were very nice to me. Thanks for everything you've done. May God bless you.



This was a great experience. All of my nurses were very nice.



The doctors and nurses were very professional. They provided lots of helpful information. On top of that, my room was extremely clean. This was a perfect visit.



I'd like to thank the staff for being so nice and polite to my family during my stay. Everyone was very helpful.

**Shannon Majors, Kenya Adams, Jessica Thompson and Emily Moore** were very kind to me. These ladies were extremely helpful, professional and caring. Their pleasant personalities made all the difference during this difficult situation. I'd like to thank the doctors also. Keep up the good work!



### 7 South

The doctors and nurses were excellent. When called upon, everyone responded very quickly.



Everyone was so nice. I'd like to thank **Carrie Dellinger, Megan Stuckey and Alecia Alvarado**. I'd be honored to have them care for me again.



I'd like to thank the staff for being so good to me. I appreciate everything.



**Lauren Jimenez, Mark Ricketts and James Norman** all went beyond the call of duty. May God bless all of you for being so kind. In my opinion, you are the best!



**Angela Frederick** was my mother's night nurse. She was very compassionate with my entire family. She is a great nurse who has the ability to relate to her patients and families. Thanks for your great care!

All of the staff was great! I'd like to thank **Natasha Sims, Debra Mack, David Patrick and Richard Bronson**. It means so much to have a place like MCGHealth whose staff really cares about its patients.



### 8 South ADT

**Collier Badger and Marvin Graham** did an outstanding job. They really made me feel comfortable. All of my needs were met in a timely manner. Thanks for everything.



**Yvonne Reeves** was very helpful to us. She took great care of my sister. She took care of every request that we had and provided great suggestions.



Our family would like to thank the entire staff for taking care of our loved one. Your level of care was excellent. May God bless you all!



We would like to thank **Dr. John Lue** and his staff for taking such great care of (name withheld). Everyone did an amazing job. God bless you.



**Carolyn Jefferson** is a very sweet and kind nurse. We need more nurses like her!



I'd like to thank **Paulette Hazel** for being so wonderful.

## Comment Cards

### Labor and Delivery

**Emily Goss** was great. She was very attentive to my daughter's needs during the delivery of my grandson. When my daughter was frightened, Emily helped ease her fears. Thank you very much!



**Emily Goss** was very nice and helpful. I want to thank her for always listening and explaining things in a way that I could understand.



**Sheila Counts** was great. The level of care was perfect.



**Honey Shore** was an absolute blessing to have. During my labor, I didn't use medication. Her soothing techniques helped me to relax.



I would like to thank everyone for helping me to deliver my baby. I received such wonderful care.

**Sheila Counts** was awesome.



**Angie Cox** is a very sweet nurse. She was always on top of things. Thanks for being polite, caring and respectful!



**Angie Wise** was very sweet and helpful. She gave me good advice on how to care for my baby. Thanks for always being prompt and courteous. I was blessed to have you as my nurse.

**Angie Cox** was great. She is one of the best nurses that I have ever had. Thanks for all of your help!



**Shirley Brewton** went above and beyond to ensure I was always comfortable. Thanks for everything!



**Valerie Booker** is an excellent nurse. She was very helpful and thoughtful. Thanks for making sure I stayed comfortable.



**Robyn Lance** was an absolute sweetheart. I feel very blessed to have had her as my nurse. Thanks for everything.



**Angela Henry** was one of the best nurses I've ever had. I will truly miss her. Thanks for everything that you've done for me and my family.



**Margi Saxton** had the best attitude and was very helpful. She took her time taking care of me.



I'd like to thank **Margi Saxton** for being so attentive to my needs. I could tell that she is a very caring person.



**Shirley Brewton** helped me through my pain. I was very pleased with her level of care and attention. Thanks for everything.

**Shirley Brewton** was very nice and patient. She has excellent communication skills. Thanks for helping me. You did a great job.



**Ebony Roberson** was very sweet. She was always there to help me.



**Angie Cox** is a great nurse. We are really grateful for all your care and concern.



**Deborah Boisson** is a very attentive nurse. She took great care of me and my baby!



Nurse **Angela Williams** did a great job taking care of us. She answered all of our questions and made sure we had everything that we needed to feel comfortable.



**Valerie Booker** took excellent care of me and the twins. She has a very warm spirit. I was very satisfied with her.



**Angie Cox** did a wonderful job taking care of my needs. She went above and beyond the call of duty.



**Harriet Martin** made my experience really enjoyable. She gave me all of her attention. She did a great job!

## Neuroscience Clinic

This was my first visit to MCGHealth. Everyone was so nice and welcoming.



I had a great visit. The clinic was very clean. Everyone was helpful and displayed great teamwork.



Thanks to **Doris Harris** and **Dr. Suzanne Smith**. They always provide fantastic service whether it's in person or over the phone.



**Levone Nail** was kind and helpful during her phone conversation with my mother. She gave us good directions on how to locate the clinic. Thanks for making yourself available to us at all times. It was very reassuring.



**Dr. Cargill Alleyne** and **Mary Ann Turner** were professional and pleasant. The information they provided was very helpful.



I'd like to thank **Olivia Walker** and **Shelby Webb** for being so courteous and polite. I can tell that they are very experienced. Thanks Shelby for being so good to my daughter.

This was our first time visiting MCGHealth. The clinic was clean and the entire staff was friendly and fast!



**Shelby Webb** was very polite and helpful. I'd like to thank **Dr. Georgi Brockway** for being kind and listening.



**Olivia Walker** made our visit easy and fast. **Shelby Webb** was very nice and helpful. I was satisfied with everyone.



**Shelby Webb** and **Olivia Walker** have been wonderful. Thanks for being so kind and helpful.



My visit was very satisfying. **Shelby Webb**, **Olivia Walker** and **Dr. James Carroll** were really nice.



**Olivia Walker** and **Shelby Webb** were very helpful. The doctor was great too! MCGHealth continues to be our hospital of choice.



All of the doctors and nurse have done a really good job. Everyone provided excellent help to me whenever I needed it. Thanks for everything.

The staff was very friendly and helpful. They were even funny, which made our visit very pleasant.



**Olivia Walker** and **Shelby Webb** made our visit fast and easy. We received a warm welcome. I enjoyed not having to fill out a lot of paperwork. This clinic is truly a blessing.



I received excellent services. MCGHealth, keep up the good work!



**Olivia Walker** and **Shelby Webb** were so helpful. They were very professional and polite. Thanks for being such a good blessing.



I'd like to thank the staff for being so kind, caring and professional. **Olivia Walker** was very helpful and friendly. Thanks for everything that you have done for me and my family.



I really liked **Dr. Edward Hartman** and the entire staff. Everyone has been so helpful and polite. Thanks for everything you have done for me.