

Office of Patient Advocates
Saint Vincent Hospital
123 Summer Street
Worcester, MA 01608

On behalf of my entire family I would like to compliment your entire staff of Saint Vincent Hospital on the quality of care extended to our mother. The professionalism was displayed in all aspects of the departments.

Our mother was admitted to your hospital ICU on Sunday, July 25, 2010. She was admitted from Webster Manor in Webster, MA. At the age of 89, she was facing a difficult last week of her life.

Originally from Massachusetts and now living in Wisconsin for many years, I began this difficult week with an impromptu flight to Boston on that Sunday. I arrived at Saint Vincent from Logan at midnight. The first concerned staff member was the ER receptionist who made sure I was escorted to the ICU where my brother was waiting. The staff members, nursing and medical we met throughout that week showed professionalism and caring to a high degree. I understand the degree of stress and emotions in an ICU setting, being a former cardiac ICU nurse at Brigham and Women's Hospital.

The pastoral staff was involved and we felt they were of comfort the many times we interacted with them.

Our mother entered into eternal life with our Lord on Saturday, July 31, 2010. We compliment your hospital, medical, nursing, and support staff for delivering caring and compassionate care to our mother and my brother and myself. We felt she was cared for with dignity and respect.

Your institution should be commended for aspiring to, delivering and achieving high quality health care.

Sincerely,
Judith Fletcher, RN, BSN