

Valuable Patient Feedback

heard via the
GetWellNetwork® PatientLife System®

{ The following are examples of actual comments submitted by patients between 04.01.07– 06.30.07 }

“ The hospital staff has given me good care in the recovery room before and after my surgery. My Nurse Heidi was very tentative about my care and needs. Additionally I found the hospital to be very modern and clean. ”

“ Brook has done a wonderful job with not only me but I've been watching her with other patients as well. WOW what a sweet heart. ”

“ My doctor was fabulous and he should be commended for the person and the doctor that he is as well as the rest of the staff here at **Virtua Voorhees** in general this has been as pleasant as any emergency surgery could be. Thank you. ”

“ I have never received such kind, caring, compassionate, and friendly treatment from a hospital. Everyone, from the people in the emergency room, to the nurses on the cardiac floor, to the individuals who take blood, to the x-ray technicians, to the transport people....everyone has been so very wonderful. I know that OSF has and continues to work hard on patient care and everyone whom I have had contact with should be commended and reflects this effort. In a time of worry and uncertainty in regards to one's health, what a blessing it is to know that there are wonderful caregivers in our community and that they work at **OSF St. Joseph Medical Center**. ”

“ Just would like to say that this is our first stay here at **Comer's Children Hospital**. I have found everyone to be very helpful and warm from the transport personnel, nurses and doctors. I would especially like to recognize my son's nurse (Mike) as my son will push the call button for everything big or small. Thanks for the hospitality we will be back. ”

“ Exceptional people that assisted me in Room 4C20 were Debbie, Judith, Mary, Big John, John and everyone else who has helped me during my time of need. Mostly, if you have some awards, please see to it that Debbie, Judith, Mary and Valerie get one. ”

“ Our daytime nurse Lisa was excellent!!! We wished we could have had her day and night. My wife and I really have to commend her for her dedication, friendliness, and professionalism. Everyday, we enjoyed and loved having her as our nurse and we hope that she'll still be here for our third child when the time comes. Thank you for the excellent experience. ”

“ All members of the surgical team were excellent! I cannot say enough about their empathy, bedside manners and assistance. ”

“ We would like to give a huge 'THANK YOU' to the great nursing staff you have here in the Pediatrics department. They took excellent care of our daughter. They were ALL helpful, caring, and understanding with her & our needs. They did their job with a high level of professionalism and at the same time showed compassion for our child. We will forever be grateful to this great team you have established here. ”

“ The nurse who took me to what I feared was my doom of an Angiogram, was kind, compassionate, and very informative. I want to share with you my gratitude for your sincere interest in my comfort, and for making me feel as though ‘mom’ was taking care of me. I am a resident nearby and honestly chose **St. Rose** because it is close and figured ‘why not go to the closest ER’ and am very glad I made this choice. ”

“ All staff members were courteous, professional and likeable. It’s obvious the hospital is designed for comfort, aesthetics and technological advancement. I was surprised to find an internet connection and television available in the room. This hospital stay was the best medical experience I’ve ever had and I look forward to utilizing the doctors in the health care system. ”

“ I am so impressed with your staff! Everyone from the physicians, nurses, cna’s, nutrition, housekeeping have introduced themselves each time and always asked ‘is there anything else I can get for you’ before they leave my room. I am so grateful to the wonderful care that I have received from **MCR** and will definitely recommend this hospital. ”

“ You need to put food services on your list for staff recognition. They were great with my special requests and the food was great...I really looked forward to meal time. ”

“ If I had to rate the staff on a scale of one to ten they get a 12. I would not consider another hospital due to the wonderful service here. ”

“ All my nurses on 2G were wonderful, especially Patty. There was never a dull moment with her. ”

“ During my stay at **Christiana Care**, I have not encountered a single rude or uncaring employee. Special commendations go to RN’s Tristina, Heather, Sharon, Angie, Anna, Mary and Tess. ”

“ The emergency room nurse was great the doctor was a little vague but did what I asked after some of my own thoughts...after I saw a specialist for the problem I got some better results. The evening nurse after the surgery was awesome but my day nurse today saw me for about two minutes to give me a push iv med for nausea and then had to be tracked down and another nurse had to come and give me pain med because I had not had anything or pain in several hours. Phil gladly helped me out after that. ”

“ If ever you have a commercial and need someone opinion who has stayed here, call me. Never have I been treated so well @ a Hotel or a hospital. Your staff should all get raises. ”

“ This hospital is one of the cleanest and best maintained hospitals I have ever visited. The staff, RNs, Techs, and Aides are all delightful, friendly, caring, responsive and from our perspective, competent. ”



The GetWellNetwork® PatientLife System® empowers patients with valuable education, communication and entertainment tools through their in-room television. Communication tools include a feature that allows patients to submit compliments and suggestions regarding their care. These comments can be routed immediately to staff and administrators via email and/or pagers to facilitate service recovery.

To learn more about GetWellNetwork, please call **877.MEET.GWN** or visit www.getwellnetwork.com.