

From: Internal Communications
Sent: Friday, May 03, 2013 4:32 PM
To: Internal Communications
Subject: From Donna Hyland: What's On My Mind

What's On My Mind



We're getting ready to celebrate National Hospital Week and National Nurses Week. It is always such a wonderful opportunity to spend a week honoring all of the work you do year-round. But on the heels of our Joint Commission survey, I'd like to suggest that we start celebrating a little early.

For the past five days, the Joint Commission surveyors have been full of praise for your hard work and vigilant care for our patients. One quote that stuck out was, "There are lots of other organizations that do many of the same things that you do. But you have something special—a culture of safety and cohesiveness that I have never seen in all my years... I wish you could bottle it and share it with all your hospital peers."

And this afternoon, as we wrapped up our survey with an exit conference, the surveyors reaffirmed their admiration for you and our System by calling Children's a world-class facility offering exceptional patient care. They commended our engaged and caring employees, clean facilities and best practices in patient care.

Our survey results were exceptional, just like you.

You work so hard to care for kids, dedicating your passion and your spirit to our patients, and you do it so well.

Thank you for everything you did to make this survey so successful. There were a few opportunities for improvement, but overall, it was a great week. No matter where you work in our System, you play a role in the great care we provide, and credit for this successful week goes to you.

You care so deeply about our patients, and it shows. Thank you.

Donna