

May 27th, 2010

Mr. Ken Anthony

Having been Vice President in charge of operations of a large global Data Entry company, I know the importance of knowing how one's staff works and represents the company. I wanted to take this opportunity by being a paying customer and receiver of your facilities services of letting you know of my experience here at HealthSouth..

Area 3 Occupational Therapy:

Resa was in charge of my case and her caring and dedication was a true blessing. She took the time to get to know me and in doing so found out I loved to draw. She tracked down a drawing kit for me to keep in my room for the weekends. Since I am from Maryland I do not receive visitors and I have truly enjoyed the distraction of being able to draw to help pass the long weekend hours. Michele whom I take it is in charge of the OT on 3 was a true joy, her laughter and can do personality, kept all in the unit, patient and staff alike motivated and laughing.

Area 3 Nursing:

I can honestly state I have not met and aide or a nurse who was not professional or dedicated. All took in to consideration my needs and respected my dignity. I would like to draw your attention to a couple stand outs. Todd Baraumbaugh he is a true joy to all here, he keeps all smiling and believe me laughter is a great motivator. Janie Baenig is a wonderful lady who really cares deeply for each and every patient. And other standouts such as Jack Naviglia, Jackie Moran and Cassie (sorry I could not get all of their last names), who go beyond the call and really develop relationships with their charges.

Lymphodemia Team:

The team consist of Marcie, Vickie and Robin Gornel. These ladies wrapped my legs every Mon, Wed and Friday. All were very competent and dedicated. But I would like to single out Robin, who would stay late and come in my room to check on my wraps and truly cared about the success of the wraps and the comfort of my legs being wrapped. Such dedication can not be taught, she is a natural.

Physical Therapy on Area 3:

All your therapist on 3 work as a well oiled team, helping each other out and all make it very clear to every patient they are there to help you gain your independence back. I would like to single out a couple of people, one being Bob who is a very hard worker, but more importantly he is a great motivator and he keeps us all laughing and looking forward to seeing him the next day. Sue is a very talented motivator who also brings her own unique humor to the floor, but she truly gets across her dedication to your goals. Lastly Meri, who's own brand of humor and strict dedication to each patient's goals I would think would be priceless to her superiors.

My disease has taken me to John Hopkins Hospital in Maryland, West Virginia Ruby Memorial, Kindred Hospital in Oakdale Pa and lastly here in Hamarville. I wanted to state by far my stay here was the best out of the whole lot mentioned above. I truly believe it is because of your staffing, especially those mentioned above. I will be here until Saturday or Tuesday please feel free to contact me if you need further explanation.

Thank you for your time

Karen L Wilson
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cc Dir of Nursing
Dir of PT/OT

