


Letters of Thanks – December 2011

Hospice - Peoria

The Peoria hospice team received the following letters:

- Thank you for your daily work - it means so much to so many. Dad and our family benefited in so many ways when he was in your care. We will be forever grateful. It has been over three years since Dad passed - at each year of his passing, we marvel at how personal, yet professional, you were. All team members were appreciated, but Jessica, his nurse, and Tom S., the social worker, are especially in our thoughts and prayers. I'm sure team members have left - at least some - and I'm just as sure that the current team providers provide the same excellent care that my dad and our family received. Thank you.
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- The logo for OSF Home Care Services features a heraldic shield on the left containing a cross and a chalice, with the Latin motto "DEUS MEUS ET OMNIA" above and below it. To the right of the shield, the letters "OSF" are written in a large, bold, serif font with a registered trademark symbol. Below "OSF", the words "HOME CARE SERVICES" are written in a smaller, all-caps, serif font, separated from "OSF" by a thin horizontal line.
- Thank you for your expert, loving care of our mother during her short time in hospice. Of course, you helped us as much – if not more! Our appreciation extends especially to Linda and Julie.
 - Thank you for everything you did for us and for our mom. You all are truly a gift from God.
 - Thank you for the good care you gave our mother. It gave us great comfort to know that you were doing everything possible to make her comfortable in her last days here on earth.
 - We want to thank you for all your help getting our needs met while our family took care of him at home. You always provided friendly service and answered all our questions. Special thanks to Rowena and Pat for their excellent care, time and patience during this difficult time for our family.
 - Thank you so very much for all your assistance during the illness and death of my husband. I appreciate all you did for us!
 - Thank you so much for your kind thoughts and words. It was a year ago July 30th that my wife passed away and the daughters and I will always remember the wonderful and tender way you handled her passing and final preparations at the time she passed. It left us with such a pleasant image of her peacefully at rest in her blue nightgown. I am convinced you are a special angel sent by Our Lord to, along with his presence, provide an extension of his comfort and mercy in such time of need. It was our joy that she was able to make her journey with all the elements that the Catholic Church and ministries could provide. OSF Hospice was such an important

part. I'm so thankful for your services. It was amazing how things came together both spiritually and logistically, as a family, at such a crucial time. You are such a blessing.

- Dear Chuck (The Chaplain): Thank you so very much for guiding our families to my mom through this difficult time. I was so comforted in your visits and listening to you speak. I have to admit my faith in God had wavered in the past. I'm still new in my own faith, but this experience has been life changing. I could see God's work in the blessings He gave our family; one of them being you. Thank you for your humble service to us. We are forever grateful.
- I wanted to thank you for the time you spent with us last Saturday morning. You were such a help in so many ways and I can never express how very calming and reassuring your presence there with us meant. I sensed you knew my father. It was a blessing that he went quickly but he will be deeply missed. God placed you with us at just the right time. Thank you again for your kindness to my father and your gentle ways with my mom and me.
- I am a nursing student at Saint Francis [Medical Center College of Nursing]. Last Thursday I shadowed a hospice nurse named Jan (Mulloy). I am emailing you because I wanted to personally say what a wonderful day I had. Jan was an incredible nurse. She was compassionate with each of her patients and treated them all differently in a special way. I could tell that she loves everything about her job. Jan shared an abundant amount of information regarding nursing and truly opened my eyes about hospice. She is by far the best nurse I have ever encountered as a nursing student. I also wanted to say that you are in charge of a wonderful program and how rewarding it must be to make a difference in people's lives in the most vulnerable part of their life. Thank you for allowing the Saint Francis nursing students to shadow the hospice nurses. I believe it is a great opportunity and am so thankful that I had that opportunity.
- I want to thank each and every one of you for the loving care that you gave my grandma. I know she really loved you and she showed it in her own way. I believe that she made her peace before God called her home. Again thank you all so much for all the care and love shown.
- Thank you for all your support and advice in my mom's last few days. Thank you for easing my mind and heart. It was comforting having your care and support.
- Thank you so much for all you did to make our mom's last days comfortable. You are a blessing to the families as well.
- Words cannot express my thanks for all the wonderful care and kindness you showed him these past months. Everyone helped to make his journey home much easier. A special thanks to nurses Susan and Leigh, and of course, Yolanda and the other CNAs. God bless you all!

- To Linda Yarish: On September 11th, you initiated a miraculous series of events. Your willingness to work with the Illinois Eye-Bank in support of a grieving family's wish to donate eye tissue enabled us to provide the tissue for research. Lives have been forever changed as a result of your efforts. The donor family now remembers their loved one not only as someone special in their lives, but as the giver of new vision. Your participation in making a referral to the Illinois Eye-Bank proves that every action, taken with compassion, can make a difference.
- Thank you to all who take such loving care of our mom. The consultation you gave us during this trying time helped us tremendously.
- Thank you for taking such good care of him. You made his life and his passing much easier.
- Colleen - Thank you just doesn't seem like enough for your kindness and caring to us during his worst hours. You made everything easier to hear. Your knowledge and caring ways - all I can say is God sent a special person to help us at the right time.
- Steve - Thank you so much for your willingness to participate in her visitation and funeral. It's good to have someone there who met and spoke with her and was able to reach her both spiritually and on a personal level.
- Thank you all for being there for our family. You are all very caring and special people.
- About two weeks ago, my dad found out he was terminal with cancer. We talked together and agreed that your service would be a good option since we didn't want unnecessary radiation treatments that would not cure the already spreading disease. Dad was a strong man who never complained. I was amazed when the doctor said he had been carrying the disease for at least five years. Just a few weeks ago today, Dad fell at home going to the bathroom. I know some of the staff at Sharon Elms and agreed to have him go there. The staff had him sitting up eating in the dining room on Saturday morning. By Saturday evening, he was sliding. At 5:52am on Sunday morning, I sat in the room and watched him take his last breath. Maybe going very quickly was a blessing. I am grateful. I am grateful for the nurse who came out initially and for Tom. I have seen Tom in church and know his mom. I never knew what he did until he came to see Dad. The people on the phones were also awesome. They are always asking to do more. This alone was a blessing.

Hospice – Eastern Region

The Eastern Region Hospice team received the following letters:

- The best decision we have made was to have him cared for by OSF Hospice. No more visits to doctors or testings outside our home. You were all tremendous caregivers. He enjoyed many of you – Becky, Tracy, Rose, Laura, Connie, Cori, Julie (her regular visit twice a week) and Cindy. I might miss someone, please forgive me.

You made this period much easier for him and me. Thank you from the bottom of my heart.

- Thank you so very much for your outstanding job taking care of our mom. Mom was so appreciative of all the great things you did to make her last days comfortable and easier. We all were amazed by your loving and caring ways. We had no experience before with hospice. You all are angels sent from above and we miss all of you. Mom couldn't say enough good about all of you and neither can we. Thanks from the bottom of our hearts!
- Thank you to all of the nurses who saw to his every need. I truly appreciated the help and support from such caring nurses. A special thanks to Carol who was with me at the time of his passing.

Hospice – Rockford

The Rockford Hospice team received several thank you notes:

- Our family would like to thank you for all of you involved in our mother's care. You are the greatest staff of caring and giving professionals. Without all of your help and support, we would have been lost. Again – thank you all so very much. May God bless each and every one of you.
- Thank you all for the special care you gave to him. He was – and is – very special to me. He is deeply missed. Special thanks to Sue, Julie, Annette, Michelle, Jane and all who took care of him.
- Thank you for the prompt and good care that was given for me and my husband. Even though it was only three days, everyone seemed to realize the urgency of the situation and acted accordingly. Thank you for the condolence card that nurses signed and sent. It was very thoughtful of you all to think of me.
- I want to thank OSF Hospice for the excellent care given to my husband during the four weeks he was under your care. Everyone was wonderful, but I especially appreciated Annette's compassionate care and Ed's memorial service message. You all helped lessen our stress level during this difficult time and I am so grateful for your services.

Home Health - Rockford

The Rockford Home Health team received the following letter:

- Today my husband was released from OSF Home Care and we want to thank the wonderful ladies who came to our home to tend to his needs – the nurses, aides, physical therapists and occupational therapist. I won't list names as I don't remember and don't want to neglect any of you. They were all so sweet and kind and attentive to him (and me too) and we can't say enough good things about them and the work they are doing. I feel my husband is getting around much faster and easier than he

was a couple of months ago. I really think he enjoyed their company since he doesn't get out of the house too often. Thank you all so very much and God Bless each and every one of you.

Home Health – Pontiac

The Pontiac Home Health team received the following letter:

- To RNs Shelly, Doug, Brittany and Dawn and PTs Laura, Brad, Alex, Scheduler Brittany – love my caregivers! I had my shoulder surgery on August 22nd at OSF. I met you shortly after my surgery. I left a message on your phone today commending all who have taken great care of me while I'm homebound. I was a bit skeptical about going home, especially as I'm by myself. With the help of my great family and friends and now the great care shown by all of my friends at OSF Home Health (it worked out). The initial nurse evaluated my needs, right down to my bath assistance needs. I even got my nails clipped – Alex is so nice and does her job extremely well and very professional. Alex will play a very big role in my road to recovery. Brittany, the scheduler – what a job she must have and does it so well and very professional. I so appreciate the great care that I have received. Please tell all my caregivers what a great job they are doing – I love it! OSF should be extremely proud of these employees as they represent OSF to the best of their ability and beyond.

Home Health – Peoria

The Peoria Home Health team received the following letter:

- Sandy Coffey was my PTA and I cannot say enough about how good she is. She's good at her job and treats me very nicely. She truly is an asset to OSF Home Health. When someone does a good job and is so nice to people, I like to let people know.