

The following message was received in a card to the 2nd Floor

To the nursing staff at the hospital on the 2nd floor who took care of my husband while he was there I just want to say thank-you very much. You guys had quite a time with him and I thank you again for allowing him to stay there until he passed.

Thank you for your kindness and patience and a special thank you to Betty who is a very remarkable lady and to Mary and Missy - and for all who helped with feeding him and talking to him. Thank you all and God Bless your lives.

D.S.

The following message was received in a card to the 2nd Floor

Dear all on the 2nd floor,

I just wanted to say Thank You!, for all the amazing care you provided for my husband. Your kindness and compassion was such a blessing to me and my family.

Springville is so lucky to have such a nice hospital in our community.

Thank you again for all you do.

God Bless
B.T.

The following letter was written to the Laboratory Supervisor,

This is to express my heartfelt thanks to your employee, Kim. I have suffered many complications from hip replacement surgery. It has taken a great emotional toll on me.

Kim's compassion and skill have enabled me to get through some very difficult times, both as an inpatient and outpatient of BCH. I truly believe God sent her to me to serve as my guardian angel. Kim's kind words and actions went above and beyond anything I had experienced before.

Please let her know how much she is appreciated by me and my husband, and what a wonderful asset she is to your department.

With Gratitude,

L. & T. D.

The following note was received by our Physical Therapy Department

My Physical Therapy sessions have come to an end but amidst all the pain my best memories will be the help, caring and fun and laughter you have all provided.

I am grateful to have such a wonderful staff and facility right here in Springville!

Take care and God Bless... you never know when I may need you again!

Most Sincerely,
K.W.

The following message was received in a card to the 2nd Floor

To the Doctors and Staff,

On behalf of my sister, I thank you for the fine care she received on your watch.

Your professionalism is top notch.

Your kindness and attention to every detail made her stay enjoyable.

Sincerely,

C. B.

The following was a compliment received by the CEO in November:

Dear CEO,

...I often chose to drive all the way to Buffalo if I had to go to the ER.

This being said, in the last year I have seen a dramatic change in your ER staff. The last few visits they have been kind and understanding. I am amazed at the improvements that have been made. I visited the ER yesterday and was treated amazing. You should feel proud of the staff that was on duty in between 11 am and 3 pm.

Thank you,

H.H.

The following was received by the CEO via the website:

Dear Mr. Gunnensen,

I would like to express my sincere gratitude for the awesome staff that you have in your Primary Care Staff. I am new to the center, having been a patient at the Springville Primary Care Center in the past. I have had a very pleasant experience since joining. I was a patient of Dr. Plumb's and have recently seen Dr. D'Eon. She is pleasant, thorough and extremely knowledgeable. I was expecting a hard transition but was pleasantly surprised. I was welcomed with a smile from the receptionist, forgive me but I cannot remember her name. She was pleasant and very helpful. I have also called for refills on medications. I was directed to the Nurse Manager line and let me just say I have never had refills sent the same day. Your office is very efficient and helpful. I am glad that I decided to come to your facility.

...I love the care and concern I receive at the Primary Care Center everyone is nice, helpful and extremely thorough. It is a busy office and they run so well together. I look forward to continuing my care here.

...Your staff deserves to be recognized and praised thoroughly. I am happy to be here and look forward to many more years of care here.

Sincerely,
C

The following was a compliment received by the CEO:

Dear Mr. Gunnensen,

I am a new patient at Bertrand Chaffee Hospital as of October 2012. How pleased I have been with all of my experiences and dealing with each and every member of your staff!

I must mention the extraordinary, professional demeanor of these particular employees: Dr. Timothy Siepel, Courtney Snyder, in Mammography, Dr. Moore (colonoscopy), Tina, nurse in colonoscopy, Angela Koch? (laboratory/phlebotomy). The individual time, patience, caring attitude, kindness, yet the most utmost professional actions, is beyond my past experiences.

I am in awe that this old-world work ethic is alive and well, thriving at Bertrand Chaffee Hospital!

Thank you, as the CEO of this institution, for being the leader that your staff obviously respects. You must be proud of this work atmosphere that had been created under your leadership.

Sincerely,
B.V.

The following was a note in a card to the 2nd Floor Staff,

We would like to “Thank You” from the bottom of our hearts for the way you cared for our father and husband during his stay at Bertrand Chaffee Hospital. It was so important to us that he was able to spend his last days in such a caring environment with such an impeccable high standard of care, delivered with such warmth.

Thank you for the loving care you gave to him. You were also amazing to his wife, family and friends. We have found that the love and support of family and friends was the most soothing gift, bringing peace and serenity to him. Everyone on the 2nd floor could not have been more of an extended family to us! Thank you to each and every one of you for the wonderful work you do, your loving care will never be forgotten.

Yours Gratefully,

Family of N.B.

The following notes were in cards to the 2nd Floor.

Thank you for the wonderful care you gave me while I was a patient in March.
F.K.

Thank you for the great care I received last week. Everything was great!
J.H.

Just a personal thank you to all my Nurses, Nurses Aides and Housekeepers for the extra special care. You are all God’s special people.
G.C.

The following letter was received by Kathy Paszkiewicz and JBR staff from a family member of a JBR resident in June 2013:

Writing you to say thank you, for all the help you gave me with Medicaid along with the many questions you answered for me.

Everyone there was so pleasant and helpful with him.

You always had a big smile on your face and then to tell me if he was having a good day or not. I saw you with him a couple of times and he was always very happy to see you. I could tell by his eyes.

Please keep up the good work that you are doing and God Bless All of You.

Thank you from the bottom of my HEART.

Sincerely,

B.D.

The following letter was received by Darlene Schrantz, Director of Patient Care Services in May 2013,

My mother was a patient at Bertrand Chaffee Hospital recently. She was brought to the Emergency Room early Thursday morning and passed away on Easter Sunday on the Medical Unit.

Care here at Bertrand Chaffee Hospital was exceptional. As a health care professional I am frequently aware of all the pressures that exist in the care of the very ill elderly. This staff made my mother's last days of her 91+ years as easy as was possible. I never had to advocate for her—she had a succession of Nurses, Aides and Respiratory professionals advocate for her.

It is a matter of pride in this facility that prompts me to express this sentiment. This facility does not treat patients alone but their loved ones-an experience that is often lacking at other hospitals.

In particular I would like to thank in the ER Lois Henry and George Garvey for their caring support. All the nurses on the Medical Unit were wonderful on all shifts. Sometimes we forget to mention ancillary staff—the Nursing Aides (especially Mary Tillinghast) represent a strong backbone for the whole process. Respiratory therapy did an amazing job with Mom.

With the deepest sincerity,
LHT

The following was a letter to the editor which appeared in the Springville Journal in April 2013:

Every so often, we all need a reminder about our local hospital and all the services that are offered there. How fortunate we are to have this facility in our small community. The staff is outstanding – the services are so wide and varied, it is somewhat surprising that folks would go anywhere else without checking in at Bertrand Chaffee first.

At our hospital, we have acute inpatient care, primary care docs, long term care, 24 hour emergency coverage, cardiology service, critical care, imaging, lab, rehab, respiratory services , surgical services and, most recently added, a fantastic coffee shop.

I have never been there for any treatment or procedure that I was not treated with the utmost respect and a degree of professionalism that cannot be matched.

Think of our hospital when you need services, they really are top notch! If we lost our hospital, it would be a tremendous blow to our community – I urge you to support them.

C. G.

The following was sent to the CEO via the website contact form in April 2013,

I just had my gall bladder removed at the hospital. I want to say that I received the best care I have had in years of being in and out of other hospitals. From the ER to the doctors, all the people I was involved with were most professional and kind. I wish I could thank them all personally. I will tell everyone I know about my stay with you and to come and see for themselves.

THANK YOU ALL

The following was a comment on an Emergency Department Survey in April 2013.

We have used your facility many times throughout the years and feel so blessed to have Bertrand Chaffee Hospital in our area. We never had a bad experience there. It's a place where we are treated with wonderful care and like a person, not a number.

Thank you!

F.B & D. B.

The following was received as an open letter to Jennie B. Nursing Home staff in March 2013:

Jennie B. was so important in our mother's final days and we will be forever grateful. From your wonderful nursing staff, physical therapy, social work, dietetics, finance, activities and housekeeping gave us comfort during a difficult time. The people who cared for our mom know who they are and we want to thank them from the bottom of our hearts. They transformed the business of a nursing home and brought it to a very personal and caring level for our mom and family. We don't want to name individuals, afraid we may leave someone out, but every one of you should be proud of the job you have done and are doing. Do not ever think that you are not appreciated and it must seem that way at times. As an outsider looking in we see the good things you are doing and the kindness with which you do your jobs. You are very special people and we will always think of you with love and fondness.

Sincerely,

The family of Ethel Spaulding

The following notes were expressed in cards to Cardiac Rehab in March 2013

A special thank you and praise to MaryAnn Cook, Kathy Hebdon and Cheryl Bursee for their help during my experience at BCH Cardiac Rehab. I was also glad to meet Sherri Plummer. I am sure she will be a valuable asset to the program.

As you might surmise, I was/am totally satisfied with my involvement with BCH.

Thank you sincerely,
G.

To the staff,
You're the best! I really enjoyed Cardiac Rehab! I have joined a gym and hope I will stay strong and healthy.

Thanks again,
R.

The following was sent to Mr. Gunnensen in a thank you card in February 2013:

Dear Mr. Gunnensen,

My husband had cardioversion with Dr. Smith in January. We were so impressed with the care and kindness we received from your staff. They are amazing. You should be so proud!

We have never been to a small hospital for treatment and we would come again if necessary.

Lynn Miller's employee file should have a gold star on it. She was wonderful!

J.S.

The following is an email that Nils Gunnensen received via the BCH Website in January 2013.

Dear Mr. Gunnensen,

I want to express how happy I am with the Primary Care Office and Staff. Anytime I need to get in for an appointment, have a question or just need to talk they are available to me. I am pleased with the quality of care I receive every time I am in for a visit. Whether I am sick or am in for my diabetes I am always impressed with the knowledge of your staff.

I am also enrolled in the Diabetes program that is offered there. Amy the Head Nurse is so calming, reassuring and full of knowledge. I have my diabetes so controlled now and feel that without her and her dedication to the program I would be lost. She follows through more than any nurse I have encountered. I hope that you know what a peach of a gal she is and what an asset you have in her. I have ran into many bumps in the road with my diabetes and the knowledge she has is astounding to me. How one person can be so caring and helpful is beyond anything I have encountered in the past. Kudos to you sir.

I am also impressed with how quickly calls are returned, I know from my visits with Dr Deon that your office is very busy, yet they take the time that is needed and do not rush me out the door, like past doctors have. The gals up front at the desk are always pleasant also. I have had to be referred to a specialist and they lined me up with Dr Karpie and got me in swiftly. They too are such a pleasure. I can be gruff at times and I love that I can joke with all the staff up there.

I have also had the pleasure of seeing the Nurse Practitioner, Tina. She don't fool around. She is to the point and does not let me pull one over on her! She is an asset to the quality of care your facility puts out to our community. I have referred many of my friends and family members and they are as pleased as I am. I have many great experiences with the Primary Care Office and all the staff that are employed

there. I hope that you know how dedicated they are and how as a customer I am very satisfied. I tell them each time I visit how I will not go anywhere else and that I will continue to praise them to friends, family and people in the community. I really feel at home when I am there and again the care and treatment is exceptional!! Hope you know what you got with them.

Your friend,

T. P.

The following were sentiments taken from a card sent to Mr. Gunnerson,

I just want to say Thank You very much to all the staff who cared for my mother. She came to the Emergency Room and then stayed in the hospital on the second floor for the rest of the week.

...I can't remember all the names of the folks who looked after her, but I do have to send a special thanks to Nurse Bobbie. She was wonderful at keeping father and I informed on mother's condition. We are all just so pleased with your hospital that we will always chose you first when it comes to medical emergencies.

Thank you again,
J.D.

The following was sent to Mr. Gunnerson via the website:

... and decided I needed to visit the emergency room. I chose the Springville emergency room and am happy I did.

After a few hours in the ER it was determined that an appendectomy was required. Dr. Baker and his team subsequently completed a successful surgery in the evening.

I wanted to point out that the ER staff, Dr. Bakers surgical team, and the evening/overnight nursing staff treated me very well. Even my roommate pointed out how well the nurses were taking care of me.

In particular the folks who stood out by name are Lois Henry from the Emergency Room. She was very kind during my 4 hours in the ER. Deanna Prior and her fellow overnight staff were also very kind and attended to my every need.

You're fortunate to have these terrific people working at Bertrand Chaffee. They deserve praise.

Thank you
JN

The following was sent to Mr. Gunnerson via the website:

I recently had ambulatory surgery (July 13) at Bertrand Chaffee Hospital. Despite having other options (Mercy and MF Suburban) thankfully I opted for BCH. This letter is to inform you of the outstanding care I received that day from the staff, including Admissions. Special recognition should be given to Melissa Bond, Kathy Corsette and Debbie Ewing. These nurses exemplified the best care one could receive for outpatient surgery. They were professional, courteous and kind--showing genuine concern for my welfare. Most of all they made me feel very comfortable before and following my procedure, performing their duties with engagement and enthusiasm. I've had numerous procedures over the years at other hospitals, including those mentioned above, and the care I received at BCH, including the post-surgical follow up call, was far superior.

I plan to recommend your facility to everyone I know. Please ensure the nurses mentioned above are commended for their efforts.

K. B.

The following was sent to Mr. Gunnerson via the website:

While on vacation south of Arcade, I had severe head pain and my wife drove me to Bertrand Chaffee Hospital ER at about 3am in the morning. A small hospital in a small town at 3am, I was apprehensive but I was most impressed by the speed, professionalism and quality of attention I received by all of the staff. The initial diagnosis by the RN was spot on. She was also very informative and helped me better understand what happened to me. Your Board and Administration should be very proud of the quality of health care service provided by your ER team in the middle of the night!

Thank you all very much!
G.M.

The following note was in a card to Mary on the 2nd Floor.

Thank you so much for all that you did for Dad. You are such a special person to our family. You did such a great job at the hospital, a very loyal employee. We appreciate you—you are the best!

Thank you so very much.
Jim and Sue

The following compliment was received by Mr. Gunnensen from the website:

...I could not take the pain any longer and decided I needed to visit the emergency room. I chose the Springville emergency room and am happy I did.

After a few hours in the emergency room it was determined that an appendectomy was required. Dr Baker and his team subsequently completed a successful surgery in the evening.

I wanted to point out that the ER staff, Dr Baker's surgical team, and the evening/overnight nursing staff treated me very well. Even my roommate pointed out how well the nurses were taking care of me.

In particular the folks who stood out by name are Lois Henry from the emergency room. She was very kind during my 4 hours in the ER. Deanna Prior and her fellow overnight staff were also very kind and attended to my every need.

You're fortunate to have these terrific people working at Bertrand Chaffee. They deserve praise.

This note was included in a card addressed to Mr. Gunnensen, CEO

You should appreciate, applaud and acknowledge the people working for you because they give their all and they do a very good job. I'm letting you know how proud I feel about the workers from top to bottom.

With all my love,

E. B.

The following note was in a card sent to the Physical Therapy Dept.

To the PT team-

Thank you for your kind & genuine concern in helping me regain strength in my leg after surgery. I appreciated your dedication to your profession & the way you treated your patients and clients.

Keep up your good work & again thank you so much.

H.F.

The following notes were included in thank you cards sent to the staff on the 2nd Floor:

Your patience and kindness made my stay almost enjoyable. You are the best!

L.H.

Thank you for everything you did for Dad-we appreciate you!

S., K., S. & T.

The following is an excerpt from a letter to Mr. Gunnensen regarding a recent inpatient stay at BCH.

...The care that I received from the Registration & ER Staff, the Phlebotomists, the Nurses & Aides on the 2nd floor, Dietary Staff, Patient Education & Housekeeping was awesome. The Doctors that took care of me were excellent—Dr. Hudzinski, Dr. Dale & Dr. Khawar. You are very lucky to have such an excellent staff and wonderful, local doctors -they all made it a very pleasant hospital stay. I've been in the medical field for over 20 years now and have found that Bertrand Chaffee Hospital is the best - a small community hospital with excellent staff and services.

Sincerely,
DH

The following was in a card sent to the Physical Therapy Department:

To the PT Team-

Thank you for your kind & genuine concern in helping me regain strength in my leg after surgery. I appreciated your dedication to your profession & the way you treated your patients, clients, victims!

Keep up your good work & again thank you so much.

H.F.

The following are a few compliments we have received from residents and family members at Jennie B. Richmond Nursing Home.

...on the occasions when I visited Bertha in the nursing home, I was always impressed with the friendly atmosphere and pleasant surroundings provided for all the residents.

KS

From a JBR resident satisfaction survey...

You have a wonderful set up here and a great staff. I thoroughly appreciated every one of you. Thank you from the depth of my heart.

DS

The following note was in a thank you card sent to the Emergency Department:

To the ER staff at BCH,

Hi, I came into the ER very dehydrated and the three of you were very professional, and even made my husband a pot of coffee. I was too sick to talk but I worked as a phlebotomist for twenty six years so I know great medical care.

Thanks so much for all your great care. I feel better now.

Thanks

Diane