Recently, I received a letter from the wife of one of our patients. We receive several letters of praise, but this one had added significance since it was from a family who does not reside in our service area. It is significant too because it speaks volumes about the family of people who work here.

Excerpts from the letter follow:

"Dear Mr. Lombardi:

I received the Monongahela Valley Hospital (patient satisfaction) survey after my husband was released from Rehab. I threw it out! Surprised? Let me elaborate.

I feel the praise that we want to shower upon Mon Valley Hospital needs more than just check marks.

We were sent to Mon Valley for rehab out of sheer necessity. There were no other places available! We were a little hesitant at first — it is so far from Pittsburgh.

Our apprehensions were immediately squelched once we arrived at the hospital.

From the guard at the front door to the Admissions personnel, the floor nurses, therapists, doctors, etc.

I felt humbled when the woman in the cafeteria brought me a glass of water when I was coughing. She also brought crackers for my soup, which is completely unheard of at the “city hospital.” These acts of kindness, concern and friendship were certainly above and beyond the call of duty.

We knew immediately we were in a ‘superb’ hospital the minute we entered our room.

Everyone was personally concerned about my husband’s recovery. They were so attentive and available at all times, plus being happy to be of some help. This truly was unbelievable.

I understand that you will be retiring in June. I know you can leave with a sense of complete pride, satisfaction and accomplishment. This truly is a legacy to leave for those who follow.

M y family has sung the praises of Mon Valley ever since my husband was admitted. We would highly recommend your facility to anyone who will listen.”

In my response, I thanked the woman for writing. I told her I would share her appreciation of fine care and treatment with our staff. And that includes all of you, because each of you must share in the responsibility of and recognition of patient satisfaction.

There are times when we are inclined to sing our own praises i.e., marketing campaigns and talk about all the good things we do at MVH. Action, as the time- honored saying goes, speaks louder than words, however, and your actions are amplified by the kindness of this woman who took the time to share her feelings with us.

Such letters remind us that we are here to serve our patients and their families not just with excellent clinical services, but also with that personal touch of compassionate care and caring; with a true sense of commitment. They remind us that it is YOU who instill satisfaction and confidence in those we serve.

Please take pride in each other and all that you do every day.

Thank you.

ANTHONY M. LOMBARDI
President and CEO
FOR YOUR BENEFIT

MEDICAL COVERAGE

Spousal Coordination of Benefits Provision

Employees with spouses covered under either of the Hospital’s medical plans are reminded to provide any updated changes to their spouse’s employment and/or insurance information.

Benefits for spouses cannot be considered without accurate information.

Working spouses are required to enroll in the group medical plan offered by their employer. This would include employer plans which require premium contributions for participation. Our plan only provides secondary coverage in these cases.

When your spouse has a change in employment/insurance coverage status, or if you have any questions on the above, please call Ron Medved, Benefits Coordinator, at Extension 1911.

Visit Our Web Site:
www.monvalleyhospital.com

GOOD SHOWING

The 2004 Scouting For Food campaign at M VH was a successful effort. Thanks to the generosity of Hospital Family members, 8523 units of food and related items were collected to assist those in need in the mid-M onongahela Valley.

In this picture, Doug Prentice (left), Storeroom Manager, and Tom Wilson, Central Escort, load packages from M VH to be delivered to the Scouting For Food Distribution Center. Wilson assisted in coordinating the collection effort for Boy Scouts of America in the mid-M onongahela Valley.

Plans, Tickets Ready for Kennywood

If you haven’t already done so, you still have time to plan for the traditional M VH Employee Picnic at Kennywood on Sunday, June 13.

Tickets for the family event are on sale Monday through Friday, 8 am to 4 pm, through J une 11 in the Personnel Office on the second floor of the M POB.

Each employee planning to attend the picnic will receive a voucher redeemable for a free Ride-All-Day ticket worth $28.95 the day of the picnic. Tickets will be available June 13 from 11 am to 6:15 pm at the special M VH booth in the Free Parking Lot entrance at Kennywood.

Vouchers will not be redeemable after June 13, 2004.

In addition to the vouchers, employees’ families will have the opportunity to purchase Ride-All-Day tickets at the discounted rate of $20 or General Admission tickets at the discounted rate of $6. Discount tickets are on sale in the Personnel Department and will not be sold at the park.

Pavilion 1, located behind the Penny Arcade, will be reserved for M VH employees and their families. Soft drinks and other beverages will be available at the pavilion from 5:30 to 7:30 pm.

Drawings for door prizes will be held at 6:30 pm at the park.

A special drawing will be conducted for employees working the afternoon shift June 13. They may take their signed voucher to the Cafeteria between 4 and 6 pm, and the Nursing Supervisor will draw the winner at 6:30 pm.

Team Effort Boosts March of Dimes

Members of the M VH Family and members of their families helped make the annual M arch of Dimes W alk America a successful event.

Carrying the M VH banner in the area W alk at M ingo Creek Park were:

- Betty Geis and her sister Debbie, daughter-in-law Sherri, and granddaughter Emma.
- Erin Giffin and her sister Kelly.
- Nancy McAuley and her daughter Becky.
- Shirley Usher and her daughter Brenda.
- Michelle Zacur and her son Zachary.

Auxiliary Preparing for Strawberry Festival

The Auxiliary of M on-Vale Health Resources will present its annual Strawberry Festival Friday, June 11 from 11 a.m. to 5 p.m. in the Central Plaza.

The comfortable, informal outdoor setting of the Festival offers patrons a refreshing way to enjoy food, fun and fellowship.

The Festival menu again will feature strawberry shortcake and iced tea, lemonade or coffee for $2, as well as a variety of other food, baked goods and other items.

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