Women's Services Update
December 2014

The Best Way to Say Goodbye to 2014!!!

This month I would like to highlight the good work that we have done this past year by sharing some of the positive feedback that we have received from our patients and families. Although we always post copies of the many letters and cards that we receive, not everyone may see them, so this is a good way to review some of the things that we do the best. Each paragraph below is taken from a different letter or card that was received from the beginning through the end of this year.

Dear the Incredible Bellevue Staff, ...from the moment the ambulance arrived at Bellevue, I knew we were in great hands, every single person we came in touch with was incredible. They were kind, compassionate, and professional and uber efficient...we felt safe, protected and supported through each step of the process.

I came to the hospital the evening that my daughter gave birth to a baby girl. A major snowstorm was coming and I chose to stay in the waiting room that night. A nurse came by and offered me a blanket. A security person came by and showed me how to turn off a light. The people at the desk were so kind to help me with the coffee maker. We cannot say enough about all your staff from the time we arrived to the time of departure. The care for our daughter and her baby did not go unnoticed.

There are many folks at Bellevue that we would like to acknowledge and thank, but unfortunately we do not have all of the individual's names to single out everyone who touched us in our time of need. From the nurses who cared for me during the three days that I was kept in labor and delivery, the nurses who cared for me once I was well enough to move upstairs closer to our son in the NICU, to the doctors and amazing nurses in the Special Care Nursery....they will all remain in our hearts and deserve so much more than this written thank you could ever provide.

From the moment that I came in the front door to the time that I left was amazing. Thank you to all of your staff, the nurses were the best and I will never forget your kindness.

We came to Bellevue to deliver our first child. Like most first time parents, we had a general idea of what we were about to experience, but really, we had no idea of what was in store for us and were pretty nervous about the entire experience. From the moment we walked in the front door, the staff at Bellevue was absolutely amazing. When we left the hospital a few days later with our healthy baby boy, we couldn't have been more pleased with our experience at Bellevue. If we are ever asked for a recommendation when it comes to a birthing center we will recommend Bellevue wholeheartedly.

I want to begin by letting you know that I have always wanted a child. I had also been so extremely scared of delivery, and that was the only thing that stressed me out, and put me in tears, about my pregnancy. I was very scared of the unknown. Once I arrived at Bellevue, I was immediately in excellent, caring and reassuring hands. I really wanted to take the time to thank the wonderful people at Bellevue and I wanted to make sure that it was known that these people were doing a fabulous job. Thank you, from the bottom of my heart, for everything all of these wonderful people did to help me to have a positive experience at Bellevue.

In today's age of dramatically increasing responsibility and rapidly rising patient loads, I could hardly have expected the warm, friendly, supportive and compassionate care universally dispensed by your wonderful nursing staff. I remain sincerely sorry that I cannot acknowledge each by name, but hope you will convey my sincere thanks. True concern for my comfort was clearly a constant priority. This may seem like a small issue, but I would like to note that your nurses spoke of my surgeon with such respect and admiration. Such a small detail is so significant to a reluctant patient and pays tribute to the professionalism of your staff. I will speak enthusiastically of your caring staff and your efficient hospital services. Thank you.

Our experience was great, the care that the nurses gave to both by wife and child were above the top. Everyone was personable and professional. They truly cared about their patients and it showed!

...and a variety of comments from our patient satisfaction surveys...

Everyone seemed to enjoy the work they were doing. It was a great environment to bring a child into this world.

Honestly and truthfully I have to say this is the best hospital I've been in, in my whole entire life. I've never met people so nice in a hospital before, I didn't know people even were that nice. I thank them so much.

I have never been to a hospital so clean, friendly and so informative! I loved your entire staff, you guys have an amazing hospital, and I tell everyone about your outstanding care!!!

Nursing staff could not have been nicer and were all fantastic; would recommend this hospital to anyone having a baby; could not have asked for better.

I would highly recommend Bellevue. My experience was wonderful and I would go back in a heartbeat. The doctors and especially the nurses were very kind, competent and thorough.

I stayed at Bellevue for the birth of my first child. The doctors and nurses were amazing. I would recommend this hospital to any woman giving birth.

I was so pleased with my delivery experience, I wouldn't want to deliver anywhere else!

I had a perfect birth experience!

Although we sometimes also receive negative feedback and complaints, the positive ones far, far outnumber the negative. This past year has been filled with highs and lows, but it is clear from reading the comments from our many customers that even the smallest gesture can make the biggest difference.

Thank you for all you do all year through! I wish each and every one of you a happy, healthy, holiday season . See you in 2015!!
Karen