



# The Thanks We Get

*The Thanks We Get* features letters of appreciation from patients, their families, the community and the UMDNJ staff. We thank them for reminding us of everything we do to help and heal our patients.

*Here, a medical student from the New Jersey Medical School, acknowledges a very special nurse.*

**Margaret Manz, RN** is dedicated to her patients and students. She is one of the most compassionate and competent nurses I have ever met. Ms. Manz is also a wonderful patient advocate. She has taught me the nuances of good patient care and always offers to help me with my tasks. Ms. Manz is always there to help and answer questions, even when her shift is over. She is a wonderful asset to University Hospital and the medical students.

*Although the outcome may not always be as we hope, if excellent care is provided it is never forgotten by loved ones.*

To the **F-Yellow Patient Care Team**: Please accept my heartfelt thanks for giving my partner the best possible care he could be given. He fought an admirable and courageous fight up until his departure. Because of you, I never felt alone.

*Kindness is all powerful, as exhibited by this letter from one of our patients.*

My encounter with **Antonia Lugo**, Food and Nutrition Services, was inspiring. Her kind words of

encouragement brought light to my spirit. Ms. Lugo fosters an attitude that is generous, nurturing and comforting, which also increased my confidence in the rest of the staff. Prior to meeting Ms. Lugo, I was somber. But her holistic approach worked wonders for me. To me, she will be forever inscribed in the book of sacred healers.

*Actions do speak louder than words, as we see in this next letter.*

I am truly grateful to **Lois Hull**, Patient Advocacy. She left her desk and went to the department to personally make an appointment for my son. Then she called to inform me the appointment had been made. I greatly appreciate this wonderful and special treatment.

*Kindness and excellent patient care are a winning combination as demonstrated by the following letter.*

This is just a little token of our appreciation for the excellent treatment provided to my son by the **Emergency Department Staff**. He had recently undergone colon cancer surgery and shortly after discharge, had developed complications. Fortunately he found his way into the hands of the most professional and supportive **nursing team**. He is now recovering nicely thanks to all you have done.

*The following letter is a testament to teamwork.*

Words cannot express the depth of my appreciation for the care you gave to me while I was on **G-Blue**. The **entire staff** on every shift was excellent! The **doctors, nurses, nursing assistants, therapists, food service workers**, and **housekeepers** provided personalized and thorough care. For this, I am very appreciative.



*When you demonstrate a sincere and personal interest in others, you touch a heart forever.*

The **staff of the WIC Program** is invaluable. They have taught me a great deal about nutrition, lead poisoning, and successful child care. Every member of the department is gracious, patient and willing to give individual attention. Here are just some of the things they do: update your paperwork, share personal life experiences and give helpful, motherly advice. The love I've been shown will never be forgotten.



*This note, written about **Karen Romano, Practice Manager, Ambulatory Care Services**, demonstrates the powerful impact of kindness and personal attention.*

Just a note to tell you what a true pleasure it was meeting you, and to thank you for taking the time to attend to me personally. I don't know how you do what you do...and with such grace, clarity and a smile! It's not often we are shown the individual kindness and interest you have shown me. I haven't felt so genuinely cared for by a medical practitioner in a VERY long time...and in the midst of running one of the busiest ambulatory care units I've ever seen. You are amazing!



*Dr. John Bach, Director of The Center for Non-Invasive Mechanical Ventilation and **Brian Weaver, Director of Respiratory Care Services**, received the following letter from the mother of a four-year-old girl who suffers from Spinal Muscular Atrophy, a terminal genetic disorder.*

We are deeply proud and moved to announce that today our daughter is four years old. She is beautiful, happy, and smart, but more than that, she is a human being, not just a sick kid. If it were not for Brian Weaver and Dr. Bach and their ability to teach me about how aggressive I needed to be with therapy, my daughter would not be here today. We were originally told by another physician, that there was nothing we could do for our daughter, but take her home and love her until she dies. Fortunately, we were connected with Dr. John Bach. Doctor Bach is my hero and I bow to him for his compassion, care, expertise and ability to stand up on the subject of neuromuscular diseases.



*The following letter speaks volumes about **Carol Dokes, a dedicated volunteer**.*

Thank you for providing our students with a tour of University Hospital. The experience gave our students an in-depth view about healthcare professionals and the magnificent work they do. Carol Dokes, our tour guide was sharp, personable and had a great rapport with the students. Her graciousness and helpfulness really shined! We can preach about how important it is for healthcare workers to be kind and empathic, but with Carol, we saw it in action.

This and past issues of the *Thanks We Get* can be found in the Publications section of UHNet at:  
[www.umdj.edu/uhnet](http://www.umdj.edu/uhnet)