

# From a Patient's Perspective

**3/12/18**

On December 19, 2017 I was seen in your ER for a ruptured varicose vein. I arrived more than a little anxious at the amount of blood I had lost and continued to lose every time the pressure bandage was removed. The friendly, calm and professional treatment I received from Dr. Mullen and the ER staff was fantastic. I can't express how much they helped to relieve my anxiety as they took care of me. Thanks so much.

James Miller

**3/2/2018**

My husband has had sleep apnea for quite some time. I knew he had it, even without testing. He snored (something awful), held his breath at night, woke up gasping or choking often, and could not stay awake if he was sitting. He couldn't drive very far due to feeling like he would fall asleep. He couldn't stay awake in church. Sorry Pastor! I finally convinced him to have a sleep study done. He had been reluctant because he didn't want to stay the night at the sleep lab and he wasn't certain he could tolerate the c-pap machine. Fortunately our insurance allowed the sleep study to be done at home. He was able to sleep in his own bed, in his own home, with his own sleep routine for the study. A few days later we got the results that he had severe sleep apnea. Surprise! Not long after that we were able to get his c-pap and hook him up. The first night he had it in use I walked into the bedroom after he had been asleep for a while and I actually had to shine a flashlight on him to make sure he was there and sleeping. Why? Because for the first time he wasn't snoring. He said he felt great the next day. The following week he went to "deer camp" at his lease in Northern Missouri. He was able to make the drive the entire way all on his own. It had been years since he had been able to do that. He no longer falls asleep in church. You're welcome Pastor! As a healthcare provider, I can tell you that sleep apnea increases your risk for heart attack, diabetes, asthma, acid reflux and hypertension. As the spouse of a patient with sleep apnea I can tell you that sleep apnea decreases your quality of life. My husband will attest to that as well. If you have symptoms of sleep apnea please talk to your healthcare provider.

Angie DeClue

**2/15/2018**

**THANK YOU TO PROJECT CALM!**

I wanted to take a moment to send you both an email thanking you and Washington County Memorial Hospital for all the time and resources that have been used bringing Project CALM to our region. I first heard of Project CALM during the Wellness Fair held at Farmington R-7 during professional development day. I signed up to go to this session as my 3 year old son had been diagnosed with asthma the month prior. In addition, I had assisted in a medical emergency with a student who had a severe asthma attack at school the previous year. I felt like I needed more information not only as an educator working with students, but now as a mother as well.

I learned more about asthma in that 30 minute presentation than I had in any of my first aid trainings combined. I was relieved that this resource was available if we ever needed it. At the time, my son's asthma was under control and being managed without complications. Over the summer, Ezra's asthma began to flare more and more. Nurse Brittany at TLC worked with Ezra on using his inhaler correctly and educating him on how to manage his asthma. I was happy to see that Project CALM was coming to Farmington again to have an informational meeting for parents and students in the community.

I attended the meeting with Ezra, who is now 4, his twin brother, and their sister who is 6. All three of my kids enjoyed the meeting. After the meeting, Anna and Isaiah, had a much better understanding of what asthma was and why Ezra needed the treatments he did. I would hear them asking Ezra questions and also checking on him when they thought his asthma was becoming an issue. Over Christmas break, they even taught their grandparents how to make sure Ezra was taking his inhaler correctly.

I have reached out to Michelle or Tammy a few times and have always been greeted with a positive supportive attitude. I am relieved knowing that when I need information about asthma or supports for Ezra that they are there to answer them.

I have referred parents, educators, as well as some medical doctors to Project CALM as a valuable resource available to parents, students, and the community. I will continue to spread the word of this organization so it can continue to help other families. I thank you not only as a school administrator, but as a grateful parent.

Travena Hostetler, Ed. D  
Assistant Principal Roosevelt Elementary  
Farmington School District

## **2/12/2018**

In mid November my father in law had fallen. We had him taken by ambulance to Washington County Memorial Hospital, where it was also discovered that he had a staph infection in his left foot. As far as he could remember he had stepped on a nail some time ago. He was admitted and received wound care in the Swing bed program. Despite best efforts and preventative measures by staff his infection had continued to spread to the bone. He was transferred to Mercy in Washington, Missouri where Dr. Gildehaus had to remove his big toe to stop the infection. (He was GREAT!) He then was transferred back to the Swing bed program for 4 weeks for antibiotic therapy and wound care. While he was here on the Swing bed Program it was such a convenience for his surgeon Dr. Gildehaus to be able to come see him as well. This time period was very stressful for him and us, but the nurses, aides and doctors at Washington County Memorial Hospital were wonderful. They were always friendly, caring and willing to help. From his stay in the ER to the end of his Swing bed Program discharge they made this experience more bearable. These are amazing people who work here, and we will always be grateful for the love and care they gave to him. They are truly dedicated to their jobs. It means so much to see a friendly face and hear a caring voice in these situations. They definitely have it all!

Thank you all so much,

**2/5/2018**

Once again I found myself in the Hospital as a patient. And as always I am so proud to call WCMH my family! From the minute I was seen in Urgent Care to the time of my discharge, Sandy was so caring and compassionate. The nurses were great and always made me feel important. Radiology and Lab were considerate of my illness when coming in to do testing. They were quick and efficient. Housekeeping was very polite. For example, I had a room full of visitors, and I told my guest to leave long enough for housekeeping to do their job and the housekeeping employee told me that they would go to another room and come back! Dietary staff was always considerate towards my wants. I had a roommate during this stay and I was so proud of the way the nurses treated her. Physical Therapy was wonderful concerning her needs and pain. Once again, I am so proud of the staff! Thank all of you for what you do!

Janice Golden – Patient Accounts

**1/25/2018**

On a rainy night in November, I received a call at close to 1 am that my son, Wyatt, had been in a wreck. It was close to my home and I went to the scene to check on him. Once I arrived and saw how badly he was injured, I knew that he needed to be at a trauma center as quickly as possible and he needed to have a CT scan to see if he was bleeding internally. I called 911 for an ambulance and knew that since it was raining a helicopter would not fly. The next decision was where to take him. We were in Iron County and the closest hospitals were all at least 45 minutes away. I knew immediately that the choice would be that he was going to Washington County Memorial Hospital. The paramedic wanted to take him to Rolla or Sullivan, but I refused because I knew what our hospital could do for him. I knew that he could be scanned to see just how serious things were) and stabilized quickly in order to get him transferred safely to the city.

We arrived at the ER and staff met us at the ambulance doors. Tabatha, RN and Garrett, LPN were the nurses and worked promptly to get him comfortable and cared for. He was sent immediately for a CT scan and x-rays and Allie from Radiology Department was so kind and worked quickly to get his scans done. Dr. Karas was phenomenal and kept us well-informed. After finding that Wyatt had a broken neck, 9 fractured vertebrae in his back, a fractured orbital (eye) socket, and a kidney laceration, the call was made to get him to St. Anthony's. We couldn't have been more pleased with our care here in our little community hospital. It didn't matter that I work here in the ER. I was treated as the concerned and frightened parent of a young man who was injured badly. The ambulance district responded right away and he received fantastic care on the trip up there.

My son is continuing to recover from his injuries and is doing very well. I am very grateful that he received care here and so proud to work with people who selflessly work to provide wonderful care with such compassion. I couldn't be more pleased to be a member of the WCMH team.

Nancy Barton, RN

## Emergency Department Nurse Manager

### **1/18/2018**

I am writing this letter to share our story and experience with Dr. Oruwari. My child has always been as we call it a "tornado". All of the other children would be playing on the swing set and you would find her at the top of a tree or playing in a mud puddle. She is an amazing and smart little girl, but she just always had a lot going on. We were advised by the school that we needed to take her to be evaluated by a Psychiatrist. We made an appointment with Dr. Oruwari. My husband and I said we would make the appointment and listen to what Dr. Oruwari had to say. On our first visit, we expressed that we did not want our child to be on any medication; Dr. Oruwari listened to our concerns and gave us information. Dr. Oruwari listened to us and he cared. He also gave options. Today my child is making good grades and has lots of friends and she is a happy little girl. I want to thank Dr. Oruwari for taking time to educate us as parents and for taking care of our Daughter.

Thank you,  
Karri Cantrell

### **1/11/2018**

While I was at work, I began to feel chilled because of an abscess that needed immediate attention. I went to my physician and he referred me to Dr. Gildehaus. I was very nervous. I had never had an abscess that required lancing before. I was running a fever and I knew it had to be done. I went to the hospital straight from my doctor's office, I was so glad this happened on a Wednesday because Dr. Gildehaus comes to WCMH on Wednesdays. If it would have been a different day I would have had to go to Washington, which would have been difficult for me to do. I was so blessed that Washington County Memorial Hospital has Dr. Gildehaus on staff. I was treated with respect and dignity, the nurses held my hand and comforted me during this procedure. Dr. Gildehaus was gentle and explained what he was doing as he went. It took no time to lance the abscess; he then suggested I spend the night in the hospital for antibiotics and for rest. During my stay I was treated like royalty, the staff was attentive and provided me with great service. Thank you Dr. Gildehaus you made a difficult, painful situation more bearable.

Cherie Coleman



**12/8/2017**

To whom it may concern,

I have been to Washington County Memorial Hospital for the past 3 ½ to 4 years. My first visit was a routine procedure which lead to monthly visits. Now I come in every three months. Tabby was the nurse for my first procedure and has been ever since. She truly goes above and beyond to see that every visit goes as smoothly as possible. Employees like her deserve recognition for all they do. She is one of the most valuable assets the hospital has. The whole team is second to none, but my nurse is someone I trust and respect. She has always been very helpful, cheerful and someone I look forward to seeing. During the first year of my condition, I went to St. Louis Hospital. The care there was good, but I could not wait to be back at Washington County Memorial Hospital. I know all the employees on a first name basis. The staff at Washington County Memorial Hospital creates more of a friendlier atmosphere than others. On top of everything, the staff is very professional.

Sincerely,  
William Sampson Jr

**11/13/2017**

I received a call from my son's coach that he had been hurt at practice and needed to go to the hospital. I told them we were on our way. My husband got there first. I was going to meet them at the hospital, as I was farther away. I arrived at the hospital, but they were not there. I called my husband and he said the ambulance is on the way. I didn't understand why they had to call the ambulance, when I said we were on our way. Needless to say, I started to panic. The ER staff, especially Emily Coleman, comforted me in my time of need. Once the ambulance arrived

with my son, the ER nursing staff, Chrissy Smith and Debbie Singleton, jumped into action with evaluating him and getting the appropriate tests ordered. Radiology, Chrissy Daughtery, was quick to get my son and take him for his CT scans. He was brought back and Dr. Karas came right in. Everyone was so quick and efficient, that he didn't even realize that my son already had both his CT scans done. They had the Radiologist read the scans right away. My son has a concussion. Everyone was so good to him. He had wonderful care. I am so grateful that this community has a hospital with such a caring staff. They are able to provide timely service, and do it with compassion. I am also proud to say that I am part of the WCMH team.

Mary Gamble

### **11/7/2017**

I am a Registered Nurse that worked in Case Management for the last 12 years of my career. Prior to that I was a medical surgical nurse, long term care administration and director of nursing. Patient satisfaction was very important in each of those positions. I think that when the staff do an excellent job they need to know it.

I had a colonoscopy at your facility. Your staff were excellent! I tend to be critical and do not offer that information often. From the first visit with the physician to the day of the procedure I could not find fault in anything. I was dreading the procedure and they made me feel very much at ease. I have recommended your facility to others and I will continue to do so. I prefer to have whatever test I need to have done to be done at Washington County Memorial Hospital.

You know from parking to finding where to go and registration was easy. Then it was no time I was taken to the unit. The facility was clean. The nurse was great and started my IV in one stick! She introduced me to everyone and everyone was polite and clearly explained their role. I really appreciated the disposable shorts. I always felt comfortable. The next day I received the follow up call. Just everything went better than I expected.

You should really appreciate the great staff you have.

Respectfully yours,  
Victoria E. Sundhausen

### **10/31/2017**

I have to brag on your nursing staff and the doctor who saw me (Dr. Gilmore). I don't usually go to the hospital, it takes a lot for me to come in, but when I recently got injured and had to be admitted I was pleasantly surprised at how comfortable my stay was here. I had been to 2 other facilities where one I walked out AMA because I was being treated poorly there and down-talked to, here I was spoken to and treated like a person, not just another number in a bed. The nursing staff was so sweet and caring and were always checking to make sure I was taken care of and my pain was well managed. They always explained what they were doing and took my

questions and concerns seriously. My doctor was awesome and took excellent care of me and took the time to talk to me as well and treated me with respect, something I did not get at either of the two other facilities I had been too. I would recommend this hospital to anyone and if I had the choice to go anywhere, I would choose you guys again for the great service you provided and caring nature of your staff.

Thank you,  
Jason Massa

**10/31/2017**

I want to express my appreciation for having Washington County Memorial Hospital. I have used it for a sleep study and was very impressed with the help as well as the facility. Previously, I have had blood work drawn and was admitted to the ER for a dislocated shoulder. I received excellent care during this time as well as in Urgent Care. I am so pleased we have this facility.  
Sincerely,

Genelle Cole

**10/18/2017**

I had moved to Farmington, but I still come to WCMH for my mammograms because I know I will receive prompt friendly service. I am always pleased with the care I receive from calling to schedule my exam all the way up to receiving a follow- up call after my mammogram is read by the Radiologist. The staff always tries to accommodate me when scheduling my appointment and will work with me to find the best time and day. My appointment is usually on time so I'm not waiting too long. The radiology techs are always friendly, professional, and send out reminders when I am due for my yearly checkup. I will continue to schedule my mammogram at Washington County Memorial Hospital because of the excellent service.

Sincerely,  
Bev Mapes

**10/3/2017**

Last year, the week before Thanksgiving my aunt was transferred to WCMH from Georgian Gardens Nursing Facility for various health issues. From the moment I walked through the entrance, Tammy Thebeau look up, called me by my name and told me she would be right with me. She was assisting another patient but momentarily sent me in to see my aunt, where my parents were also waiting. The ER evaluation was quick, thorough and again, familiar faces everywhere, asking if we needed anything, checking on my aunt and just friendly smiles. When the two CNA's came to take my aunt to a room, they were both young ladies that I knew and also knew were trustworthy with my loved one. They gently transported her my elderly aunt to

her room where they carefully placed her in bed, right outside the nurse's station. Again, nearly every face I saw was one I recognized. As we waited for further evaluations and tests to be ran, we saw one familiar face after another- some from Administration, some from IT, another from housekeeping, two special friends from Radiology, and many nurses just seeing us in the hallway, stopping to check in on my aunt and ask us if we needed anything. The nurses who were on duty were extremely patient, gentle and always answered any questions we had without hesitation. During one evening visit, Sarah Gibson was working with some nursing students from MAC. As I got ready to head home, my aunt didn't want to be alone. Sarah assured me that some of the students would remain with her and make sure she was ok. When I left, two sweet students were helping her drink, talking with her and holding her hand. During the next week, we were able to call at any time of the day or night and talk with staff on duty and they would update us on my aunt's health. I cannot say enough about the excellent treatment my family received from WCMH and the staff there. It is so nice to know that the people caring of our loved one are ones we know personally, and we know why they will treat our family like theirs.

I was actually born at WCMH in 1966, and we have always used our little hospital when needed. Many may criticize, many may complain, but I'm thankful for this landmark, that has been the saving grace for so many lives over the decades. I realize that the services provided there may be limited, and many times only evaluations may be made, but the staff there knows their jobs and when a transfer to a large hospital is necessary, that's what occurs. I hope and pray our community hospital is always a mainstay in our county. I commend so many with hometown roots who have furthered their education and who have come back to WCMH to serve and practice their trade.

Thank you to so many, in all areas of WCMH, who provided us with exemplary service and loving care to my aunt. We appreciated it more than you know!

Special Thanks to:

Tammy Theabeau Sarah Gibson Kathy Thomas Dr. Secor  
Dr. Mullen Nicki Boyer Bryne Nicholson Nichole Robart  
Amber Coleman Lindsay Reynolds Cassie Battreal Michelle Courtois  
Kami Bennet

Sincerely,  
Jana Portell

**9/15/2017**

My experience with Potosi Sports & Physical Therapy has been rewarding during and after my therapy. I have had 2 knee replacement surgeries, and an injury to my neck. The therapists there are qualified, very professional and helpful in not only the sessions you have I person but also the instructions they give you to take home with you. They print out the pictures and instructions on the exercises so when you are not with them and at home it makes it easy to understand. The office staff members are so kind and polite. They help schedule your appointment for when it is convenient for you. I have been to physical therapy for several visits and I have never been disappointed with the service I have gotten there. With the help and

knowledge from the therapist on staff and the instructions sent home I have recovered well from my surgeries and injury.

Give them a try if you need physical therapy, I do not think you will be disappointed.

Erma Harrelson

**9/13/2017**

I would like to say that I was very impressed with Washington County Memorial Hospital. They were super nice and had a very quick response anytime they were needed. Best bedside manner I have seen in a very long time, from any hospital and trust me I have spent a lot of time in many hospitals. Teresa and I stayed the night with mom Sunday night at the hospital and the staff was so helpful. They offered us blankets, pillows, extra recliners, food and drinks every time they entered the room. Thank you Washington County Memorial Hospital from the Horton family.

Sandy Davis

**8/30/2017**

I was riding my horse and the saddle turned sending me to the ground with quite a bit of force. I had immediate pain in my side and hip. I went home thinking that if I could just lie down I could manage the discomfort at home. After a bit, I realized that I need to have some x-rays just to make sure that nothing was broken. I went to WCMH emergency room and was greeted by a very caring and concerned staff. I was quickly wheeled to an exam room and the nurse Lisa Long was assigned to me. Lisa did a very thorough assessment of my injuries and reported to the physician. Dr. Hutchinson came in and did another thorough assessment of my injuries and ordered some radiology tests. I was quickly wheeled to x-ray to have images made. The radiology department was quick and very thoughtful of the pain I had while taking the images. Thankfully, there were only a few cracked ribs but nothing more serious. I was discharged and my nurse Lisa educated me on the dos and don'ts of my injuries. The education I received from Lisa was by far the most education I have very received when visiting an ER in my life. I knew more about what was going on and what to expect in the upcoming days and was very pleased with this knowledge. Thanks WCMH for having such a great ED physician, nurse and staff available for me when I needed them.

Chris Wells

**8/24/2017**

To All:

I was working at home on an elevated surface when I lost my footing and fell to the ground. Knowing this was a substantial injury, I loaded up and headed an hour north to Washington County Memorial Hospital to have my shoulder evaluated by the emergency department. I was greeted by a very kind a caring staff in the ED. The staff listened to my concerns and the physician quickly evaluated me. The radiology team did an amazing job when taking my x-rays,

they knew I hurt when I had to move my shoulder so they took their images quickly to keep my pain and discomfort to a minimum.

I was assessed and treated and on my way home in only a couple of hours and to be honest I figured going to the ER would be an all-day event but at WCMH it wasn't. I was very pleased with the quickness and caring staff of the emergency department and would recommend them for anyone.

John Chitwood

### **8/16/2017**

I would like to share the wonderful experience my husband and family have had with Washington County Memorial Hospital. My husband has been here on the Swing bed program for 10 days now and every single department has been wonderful. He was brought in by Washington County Ambulance district, who were great as well to the ER where he received all different kinds of testing, CAT scan, x-rays, blood and urine work. All this testing was for the doctor to already have an idea of what was wrong and how to get him feeling better which was very helpful. The communication in this hospital is one of the best parts about it, no one has been short tempered or rude to us. We have never felt unwanted or "in the way" as we have at other facilities. I believe people should utilize more services closer to home, including the Swing bed program that I would recommend to anyone! Once again thank you for "first class" treatment!

Sincerely,  
Mrs. Howel

### **7/26/2017**

I Tracy Sullivan would love to put in a good word for Dr. Oruwari. I personally have been seeing Dr. O for 5 years and I have been very impressed with Dr. O's bedside manner and expertise. I've seen quite a few psychiatrists over the years, but Dr. O is my ultimate favorite and I would definitely recommend him to anyone. I have lived in Arnold for 5 years and chose to drive the distance because Dr. O is so worth it. I have never been this happy and balanced out, due to the fact that Dr. O is the only doctor that has worked with me on keeping my meds correct. I've only had a few roller coaster rides with depression and I want to commend and send a thank you very much to Dr.O for that.

Sincerely,

Tracy Sullivan

### **6/15/2017**

"You saved my wife"

Jesse Suggs woke up one morning in April and his wife, Sue, was not in bed. Sue had woke up having trouble breathing and knew she needed to get to Washington County Memorial Hospital

quickly. Mr. Suggs figured out where his wife was and quickly headed to WCMH to be by her side.

Mrs. Suggs has no memory of anything past walking to the front of the emergency room. "I am so grateful for our hospital, the doctors, nurses, and everyone else who took such good care of me." Mrs. Suggs had a bad infection that was not improving and her neck had swollen to the point that she was having trouble breathing.

Mr. and Mrs. Suggs do not believe that Sue would still be alive if it were not for Washington County Memorial Hospital. Mr. Suggs held back emotion as he said, "You saved my wife." He went on to tell the story of a nurse who held Sue's hand and reassured them.

Mrs. Suggs is back home and doing well now and wants to make sure all of the staff know how much she appreciates them.

Mr. and Mrs. Suggs are grateful to everyone that helped to save her life....Washington County Memorial Hospital is grateful that we were there in your time of need.

**6/8/2017**

Bigger is not always better. I learned this in my recent stay at Washington County Memorial Hospital. I have been in and out of hospitals a lot in the past six months. The quality of care I received at WCMH was super. The staff was friendly, caring, and genuine. It's not like watching workers and coworkers, it's like watching a family. They all work so well together. I am a very large man and special needs are required and were given to make me more comfortable. WCMH met all those needs and went above and beyond. The food was restaurant quality and the rooms were cleaned daily. If they had a swimming pool it would be like staying in a five star hotel. So before you run off to the big name hospitals and have to be far away from your friends and family remember WCMH for all your needs. I give them 5 stars on all aspects of my stay. If I have to go back in the hospital, I'll go back to WCMH.

Timothy Rongey