

Dear administrator at Nassau Communities Hospital,

I am writing this letter, a week after we were able to return home to Utah, after my daughter, Amanda Frank, had multiple surgeries and a 45 day stay in the hospital. She was in different parts of the hospital: ICU, the Critical Care Unit, and the Step Down Unit (twice). During this time, she had excellent care from the nurses, especially the ICU and critical care nurses. When she went through some depression, the nurse in the step down unit called her surgeon and the volunteer group, to get her help. I got a call from Dr. Bolognese to help cheer us up and my daughter got a canvas and paint to help take her mind off her pain.

My daughter experienced multiple seizures a day, keeping everyone busy, from wonderful PA'S running to help, to nurses administering fast medication and to physical therapists catching her in midair as she passed out.

Dr. Bolognese's team of doctors worked tirelessly to try to figure out what was triggering her seizures. I would also like to thank the multiple rapid response teams that were called. Dr. Kula even came to visit on his day off, for a consult, just to try to help figure things out.

On top of that, your security team got to know me and was very kind with helping me to find daily parking spots, and ask how my daughter and I were doing.

One night, housekeeping was called in to clean up her room. As we were leaving the room so they could clean, my daughter caught a whiff of the cleaning fluid in the mop bucket and went into a seizure immediately. When the supervisor found out, he made sure they recleaned the room with alcohol. They even changed all the bedding. When we went back in, we were surprised at how they had gone out of their way to make it look extra nice.

Because of your staff, nurses, volunteers and doctors, it helped us to make it through some pretty scary days and I wanted to thank you and them for that. Dr. Bolognese is a great surgeon, who cares about his patients and their families. You are lucky to have such a great man as a part of your team. I wish we had more surgeons and doctors like him in Utah.

It is hard to find a hospital like yours, with people who listen and care.

Sincerely,  
Leslie and Amanda Frank