

Heartfelt Thanks

“It seems to me that exceptional service, these days, is a statistical outlier. With my own business I am sensitive to examples of great service. I try to emulate. My recent surgery and follow-up with **Dr. Erica Thaler** was exceptional (and worthy of emulation) to me because of the efficiency, thoroughness and of course, the outcome. I think any patient is lying if they do not admit that the outcome of their procedure is a factor in the assessment of quality healthcare. I am no different. However, I was greatly impressed by the process prior to my procedure. Upon arrival I was pleasantly greeted and given paperwork to complete. Within 5 minutes I was called to an examination room where an attendant waited. Again, a friendly and efficient encounter. After 10 minutes the Doctor came in and we discussed my situation. Not liking the scan of my area of concern, Dr. Thaler walked me down the hall to have a new scan done immediately. It is such a help not to have to leave the floor for new scans and then come back, after a long wait, to then have an appointment. After a further discussion it was determined I would have this non-elective procedure done. Dr. Thaler reduced any anxiety over the procedure while answering my questions. My surgery lasted as long as the Doctor estimated and my recovery went exactly as described. My pain was minimal. These items were indeed a blessing but the point here is that Dr. Thaler set an expectation in advance and it was met.”

“My daughter had bariatric surgery and **Dr. Noel Williams** was her surgeon From registration to discharge, the staff was excellent. Dr. Williams called me while I was in the waiting room to report that the surgery went well and that she was doing well. A most thoughtful call I also had two meals in the cafeteria and found pleasant staff and good food. The day nurses following [my daughter's] surgery were professional and gave her outstanding care. Knowing that she wanted to go home, the day nurse that discharged her expedited getting her the necessary prescriptions. All in all, this hospital experience was a very good one and I just felt that you ought to know that our family has nothing but good things to say about HUP.”

Gospelrama 2011

“I would not for the world forego my humble share of music.... Music makes people kinder, gentler, more staid and reasonable. I am strongly persuaded that after theology there is no art that can be placed on a level with music; for besides theology, music is the only art capable of affording peace and joy of the heart.”

— **Martin Luther**

The **Rev. Ralph Ciampa**, director of Pastoral Care, quoted these words to the crowd gathered in Medical Alumni Hall last Friday for the annual musical celebration called Gospelrama. Although pulling together this extravaganza requires a team effort, he singled out four who have consistently contributed to its yearly success: **Madeline Dawson**, **Johnnie Dawson** of OB/G, **Tamika Patton-Watkins** of HUP Administration, and the **Rev. Denise Statham** of Pastoral Care.

Once again, Gospelrama performers — both employees and their family members — had people clapping and singing along. A special treat came with a performance by the Sounds of the Boys Latin School Band.

Al Black, COO of the hospital, thanked everyone for their efforts, noting that Black History Month actually started as Negro History Week in 1926. Its goal was to educate the American people about African-Americans' cultural backgrounds and achievements.

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F U N F A C T

508,000

The number of patient meals served by Food Services in FY10.



▶ Awaken Performing Arts — featuring Ontario “Kim” Wilson of Radiation Oncology (I.) and Tia McCray — was one of the many performing groups at Gospelrama

Victoria Rich, PhD, chief nurse executive — UPMC, contributed door prizes for several lucky raffle winners. Generous donations by Atlas Pizzeria, Morrison's Caterers, Soul Food Caterers, and Royale Jewel Creations provided refreshments after the show. And thank you to the talented members of the band who accompanied some of the performers: Sam Sanders on keyboard, Dave Watson on guitar, Benjamin Polk on drums and Stacy McGee on bass.

HUPdate

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