



30 October 2009

Mr. Patrick A. Schlenker
Chief Executive Officer
Northwest Florida Community Hospital
P. O. Box 889
Chipley, Florida 32428-9976

Dear Mr. Schlenker:

I am enclosing your Patient Satisfaction Survey relative to my hospitalization at NFCH (October 27-28, 2009). I am writing this note in addition to my survey comments because of the professionalism, kindness, and quality of care I received at your hospital.

I worked in a 400 bed hospital over 25 years, retiring in December 2005, therefore, I feel somewhat qualified to assess most elements of a hospital stay. I feel there are no better employees anywhere than your staff at NFCH. You can train your medical employees to be professional in their interaction with patients, but the many acts of courtesy and kindness shown by your hospital staff raises the bar in quality of care. Lest I forget someone, I was in your Emergency and Radiology Departments, and was assigned to Med-Surg Room 212. Your ED personnel helped my husband find a place to board our dog and a place to park our RV. Please share with all who were involved in my care my deep appreciation for everything they did for my husband and me.

Last, but certainly not least, please extend to Dr. Brinson McGowin my gratitude for his medical expertise and his "bedside manner." It's nice to find a doctor who knows how to communicate with his patients!

Sincerely,

A handwritten signature in cursive script that reads "Pat Stanford".

Patricia M. Stanford
4620 Wilmer Road
Wilmer, AL 36587