

Dear Salutation,

When my 12-year-old daughter, Lacey, had appendicitis, we rushed her to St. Mary's. After her surgery, her doctor wanted to keep her overnight for observation. That experience and overnight stay with Lacey opened my eyes to the perspective and needs of a patient's loved ones.

Will you join me today to create an environment that is comforting for our patients and their loved ones who don't want to leave their side?

While Lacey was in the hospital and because she was so young, I stayed overnight with her. She was scared and she needed her mom by her side. That night, I pushed two chairs together, grabbed some extra pillows out of the room's armoire and tried to get some sleep. At midnight, when the nurse came to check on Lacey, he offered me another chair that he referred to as a "recliner." But honestly, this option was no better than the two chairs I'd put together.

The next day, I was tired and miserable. It made it very hard to focus on taking care of my daughter when she needed me most. Thankfully, Lacey's time in the hospital was short because she recovered from surgery quickly. However, this is not the case for many patients. The temporary exhaustion I felt was minor compared to that felt by the family and friends of our patients facing more long-term, complex medical journeys.

Your gift of \$Ask C, \$Ask B or \$Ask A will help transform patient recovery rooms to be comfortable for patients and their loved ones with new home-like amenities. The total cost to add these new amenities to 34 private rooms is \$257,000. Every gift makes a difference, and every dollar counts!

As a St. Mary's employee, I felt like a secret shopper during my visit. I could clearly see all the great things we do to make sure our patients have a good experience, from the warm welcome and help at the front door to the teddy bear offered to my daughter to comfort her before and after surgery. The people who took care of my daughter at St. Mary's were amazing, and I felt incredibly proud to be a part of the team. But my overnight stay was part of the experience too, and it was clear there was room for improvement.

That's why we're making changes to our in-patient rooms. After hearing from our patients and their families, we recently made a change – and now all recovery rooms are private. With your help, we'd like to add comfort amenities like a chair that reclines into a bed, a high-back glider, a touchscreen smart device for entertainment and a bedside cabinet that would better accommodate patients and family members staying over or visiting.

These may seem like small things, but they make a big difference for patients and their loved ones. It's been shown that a more hospitable environment can impact the physical, mental, psychological and social well-being of patients and their families. Together, we can make their day (and night) a little better.

Whether it's a parent, a spouse or a best friend, your gift today makes sure they are able to stay with their loved one and offer their support.

With kind regards,



Mariah Rinck
Patient Experience Manager

**When they need you, never
leave their side ...**



P.S. When you're recovering from surgery, you want the comfort of home amenities like a TV and bedside table – and you especially want your loved ones nearby. Your gift today will make the new private recovery rooms comfortable for both the patient and their loved one.