

April 20, 2024

Dear [REDACTED]

I hope this letter finds you doing well and healing nicely from your surgery in November. I wanted to let you know that the feedback you shared with me earlier this year was shared with our leaders and brought to our shared governance councils.

The 5 East clinical nurses and staff appreciated your feedback. They implemented a new process where they are addressing our patient's hydration status to prevent dehydration. Water is now being passed every four hours when they complete vital signs. We have also started to offer hand sanitizer to our patients. The discharge handouts are being printed instead of copied to deliver a better quality of educational materials to our patients.

The leader on 5 East reviewed and educated on many opportunities you shared including securing and emptying of drains, compression devices, meal service program, incentive spirometry, and communication options for our patients with staff,

In addition, we shared with the leader in the preoperative unit your suggestion of preoperative warming prior to surgery, which they have been working on to try and bring into our facility.

Your concerns in regards to physical therapy and walker were shared with the physical therapy manager, who shared with their team.

We thank you for all of your feedback and the time you took to put it together. We continue to look at ways we can create the best experience for you and all of our patients today and in the future. Thank you for trusting us with your care. Please do not hesitate to reach out if there is anything I can do for you.

Warmest Blessings ~

Laura McAnally, BSN, RN, RN-BC  
Nursing Excellence Manager  
Magnet Program Director  
[laura.mcanally@commonspirit.org](mailto:laura.mcanally@commonspirit.org)



Laura McAnally AR-Hot Springs

## Fwd: Letter

1 message

Laura McAnally AR-Hot Springs <

To: Laura McAnally AR-Hot Springs

Fri, May 24, 2024 at 12:58 PM

----- Forwarded message -----

From:

Date: Fri, May 10, 2024 at 9:34 PM

Subject: Letter

To: [laura.mcanally@](mailto:laura.mcanally@)

### USE CAUTION - EXTERNAL EMAIL

Thank you so much for the follow up letter. I really appreciate the thought and the detailed information. It makes me feel like my opinions and suggestions were important and significant.

I again recently entrusted you in my care. I had a Left Shoulder Replacement on April 19 by Dr. Chris Young. I told him that I was paying for his house since he has performed approximately 7 surgeries in the past 5 years. He's a great surgeon and as with this surgery, I had no negative outcomes, and am able to move my arm without pain. I am so happy with the results. I've had 6 shoulder surgeries in the past (this makes 7) and I literally had no pain after postop day 1. I'm so happy with the results. Currently going to physical therapy to strengthen and maintain ROM.

I have started volunteering on Wednesdays in the Outpatient Center. When I went into the preop area the day of my surgery, I escorted myself to the appropriate room after I had my labs drawn. They laughed and thought it was funny that the patient was bringing himself back for pre-op.

Thanks again, and I hope you reach out in the future if there is anything I can do to help you with CHI. I want the hospital where I receive care to be one of the best, and it's already proven to be that.

Sincerely,