

Monday, March 13, 2017

Dear Lawrence General Staff:

I would like to take the opportunity to acknowledge a quality moment and thank Dr. Pam Jones for her exemplary care and relentless commitment to her patients' experience.

Our office received this handwritten letter from Mr. Raymond Sanzo expressing great appreciation and gratitude for the care he received in Lawrence General by Dr. Jones.

Some comments are: *"I appreciate everything she has done for me"* and *"I thought my life was over as far as using my shoulder...with the great care of her skills and the recovery at Lawrence General I can't thank everyone enough for the outcome"*.

Pam, you set the bar high for all of us and we can't thank you enough for all you do to our patients and our community every day. We are proud to have you in our team.

As a director of the hospitalist program, I have been committed for the last two years to sharing positive and powerful patient stories with the physicians and practitioners about their work and the care they delivered.

We all run daily between different sites of care, alleviate barriers and don't rest until we deliver the right care to our patients. The healthcare industry is undergoing a lot of change that could provoke further uncertainty and anxiety.

So, it is important in the midst of all this daily mental endless "stress test", that we pause and take a moment to celebrate all the amazing care we deliver here at Lawrence General. And I look forward to receiving and sharing more positive feedback like this as we continue to improve our patient experience.

Best Regards,



Ziad Alfarah, MD  
Associate VP, Medical Affairs