

June 10, 2008

### Superintendent's Message: Recognizing Excellence

What has impressed me the most since coming to OSH is the staff and the work they do day-to-day. Initially, I had heard reports about, but have now seen first hand, the exemplary and extraordinary acts of professionalism, teamwork and leadership that define this hospital.

Recently, we have been the focus of two fairly negative federal reports that detailed some deficiencies here. But even in their critiques, reviewers praised our staff for their dedication and commitment to the care and well being of our patients.

I too have accolades for our staff this month.

I want to recognize and thank the staff on 34C as well as staff in the other geropsychiatric units for their response to the Centers for Medicare and Medicaid Services (CMS) report. "An incredible amount of work in a short amount of time" is how someone described this group of folks who shared a sense of urgency to make needed changes efficiently and effectively.

Our staff coordinated the reconfiguration of units and relocation of some patients to ensure they receive optimum treatment and care. During this time, staff worked diligently to minimize any negative clinical impacts and assure a positive effect on patient care.

This is a great example, and one of many, of the good work that our staff do daily to meet the treatment, safety and care needs of our patients. For this, I thank you.