



### News the Way You Like It - A Quick Read

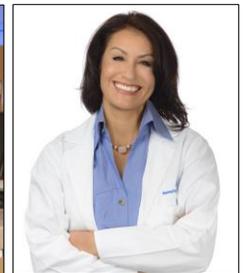
Starting with this issue, I will be writing a weekly update we're calling "**Memorial Minute**" instead of the monthly multi-page *Memorial CEO Newsletter* I have been sending in the past. Most of us start our day, or end it, with a look at news briefs on our mobile device. Just as the major news sources now send Twitter updates and news briefs which allow you to grab the news at a glance, we have decided to send out Memorial updates in a quick-read, single page, once-a-week format. We hope you like this new, abbreviated format. We welcome your feedback. I am honored that you take time to get know more about Memorial. Thank you for reading our newsletter. We hope when you need health care that what you learn about our quality, safety, technology, and exceptional physicians and staff will make Memorial your first choice!

### Patients Rate Memorial's ER in Top 10 Companywide

We received word from our home office this week that Memorial now ranks within the top 10 hospitals across the 94-hospital company for Patient Satisfaction with our Emergency Department! We couldn't be more thrilled and proud of our hard-working, dedicated ER doctors, nurses, and staff. This is such an honor to hear from our patients, in an anonymous survey, that we are doing an exceptional job – especially on what could be the worst day of their lives. Congratulations to our entire ER Department, particularly Dr. Kristy Ontiveros, our ER Medical Director, and Kat Kurupas, RN, ER Director. Quality, safe patient care is our highest priority. Each and every employee strives daily to reach this goal. It is so rewarding to hear from our patients that we are succeeding in providing compassionate, high quality care.



Kat Kurupas, RN



Kristy Ontiveros, MD

### Total Joint Program Receives Accreditation After Near-Perfect Survey



Heidi Pattarozzi, MSN RN  
Total Joint Program  
Coordinator

In December, The Joint Commission conducted an inspection of Memorial's Total Joint Replacement Program and our Orthopedic Department. The Joint Commission is an independent, non-profit organization that inspects healthcare facilities nationwide for quality and safety, providing accreditation and certification based on strict national standards and guidelines. We were very pleased to receive a near-perfect survey from The Joint Commission who renewed their Accreditation of our Total Joint Replacement Program for another 3 years. A big congratulations goes out to our entire Orthopedic Department and Team, especially our Total Joint Replacement Program Coordinator, Heidi Pattarozzi, MSN, RN, ACNS-BC! To learn more about Memorial's orthopedic services click on this link:

<https://www.mmclc.org/services/orthopedics>



TOTAL JOINT  
REPLACEMENT

**Mission**  
Making  
Communities  
Healthier

**Vision**  
To be a place where: People choose to come  
for healthcare; Physicians want to practice;  
and Employees want to work.

