

Dear James Helms,

I have been meaning to write this letter to you. It has taken me 6 months to find the words and be able to share my story with you to praise a few of the staff members at Jones. As management myself, we don't usually ever get to hear about the good stories, but I am writing you to tell you a wonderful story that never would have had such a happy ending if it hadn't been for the staff at Jones.

Long story short:

On February 2nd, 2023, I came into the maternity ward to get induced to have my baby boy. I am one of Dr. Kaye's patients. Dr. Kaye began the process with the help of nurse Alycia Frost. Everything was going so smoothly. Shortly after getting the epidural, everything took a turn for the worst... and it was a living nightmare. I had one big contraction and my umbilical cord detached. The entire place turned so chaotic... But without every single one of the staff members, I wouldn't have been so lucky. Nurse Cierra Dean and again, Alycia helped prep for Dr. Kaye and Dr. Lanphere to rush me to the OR. Dr. Kassas was on his way. EVERY single person in the OR was nothing short of amazing. Especially Vanessa Lanterman who was hugging me through my tears (Probably shedding a few tears herself) and talking me through everything that was happening in the OR. Kari Zweifka and Aisling Barton who kept Bryan informed and comforted as much as possible, as he sat in the hallway, not allowed to come in because of the extent of the emergency.

My son lost 70% of his blood and went without oxygen for 17 mins. Dr. Kassas with the help of the nurses and Dr. Kaye, performed CPR on my son for 9 minutes before his little heart started beating (FINALLY). They instantly started the cool down process and called Oieshi to get him transferred up there. Without all their knowledge and compassion, none of this would be the happy ending I ended up getting. A few more names I need to mention for the care I received after my surgery are nurse Jessica Hand and nurse Claire Gardner.

My son is a true miracle baby, and he would not be here without Jones and the staff working this day. He had an 8 day stay in the NICU at Oieshi. EVERY single day Dr. Kaye checked in on him and me, sometimes 2, 3, 4 times a day. She is an amazing woman, and we are so blessed to have her in our community. Along with Lanphere and Kassas, both of which still check in on us and ask for updates on Bryar.

Sometimes in management its exhausting to hear all the negatives and complaints constantly, so I wanted to write this letter to let you know that Jones Memorial and the staff was nothing short of amazing for me, my family and especially my son. He is now 6 months old and THRIVING. Exceeding every doctor and specialist's expectations. I got lucky this day, the stars aligned. But they would have never aligned without these staff members.

I apologize for any errors in this letter, I can't keep reading it to properly edit/spell proof it, without my eyes filling with tears as I think about this day. I just wanted to make sure you knew how amazing this group of Jones Staff are. I thank God every single day for them, what they did and continue to do for us.

Thank you,

Hilary Briggs