

UHS Patients, Family and Community Partner Comments – UHS The Facts

Patients & Families¹

- **Aiken Regional, letter from a former patient James:**
 - To all staff at (Aiken Regional) Aurora Pavilion. My name is James and I was a patient there from Friday Feb. 6, 2015 – until Friday Feb. 13th, 2016. I was going through alcohol withdrawal. From your facility. My family took me to “The Owl’s Nest” in Florence, SC. I was admitted and completed/commenced the 4-month inpatient program on Fri, June 19, 2015. I continued to live on property in alumni housing for an additional 3 months while working in the kitchen at Owl’s Nest. I left Owl’s Nest on Sunday, Sept. 6th, 2015. I now live with my family in Charlotte, NC and just celebrated 1 year sober on Sat. Feb. 6, 2016. I was at the Owls Nest 7 months & I thank god every day. I want to thank you and all the nurses and staff members, for all your help and support and wanted you to know that all your work and dedication to help people continue down the path of recovery is a blessing from god. I thank god every day for god allowing me to get the help from caring professionals like all your nurses. Sincerely yours & god bless. James 2/7/16.
- **Austin Lakes Hospital (TX), letter from an anonymous patient**
 - *“Asking for help is one of the hardest things I’ve ever done but doing it was the best choice I’ve ever made. I had some ups and down here at Austin Lakes, but the staff did everything to help me through my confusion helping me understand what was real and what was not. Once my meds were in effect along with and staff support I am walking out of Austin Lake feeling amazing, better than I have in years maybe ever.”*
- **Austin Lakes Hospital (TX), letter from anonymous patient**
 - *“The staff here has been very inspirational. Very helpful in ways of being able to open up to certain issues or problems that may haunt us in memories. The staff has been great, understanding and extremely respectful. The stay is comfortable.”*
- **Bloomington Meadows Hospital (IN). Letter from Kayla, former patient**
 - *“Without the help of Bloomington Meadows Hospital I honestly can say that I probably wouldn't be here. After battling mental illness for 5 years, I was able to work through it with the help of all of the psychiatrists, mental health techs, the teacher and many others. After 5 suicide attempts, it is hard to come back and really see the purpose in living. Without Bloomington Meadows Hospital this journey would've been over for me, but I can happily say today that I am alive and happier than I have ever been. After being discharged from a 4 month stay in their residential*

¹ Although individuals and/or all parents/legal guardians listed in this document have granted UHS permission to disclose their identities and those of their children and for UHS to publish their comments, UHS is nonetheless protecting the identities of any minors to the greatest extent possible.

treatment program, I can now say that I feel as if I am free of all of the things I battled against for years. No amount of words can thank this hospital and all of its hard workers for the amount of change and joy they have put into my life.

- **Bloomington Meadows Hospital (IN). Letter from Former Patient**
 - *"I just wanted to tell you guys that I'm doing really well and things are going great. I couldn't thank you guys enough for everything you have done for me. You have helped me more than I ever believed I could be helped. It's so great to finally be happy and I've grown a positive self-image."*
- **Cumberland Hall Hospital (VA)- Letter to CEO Jim Spurt from John, MD, MPH praising the care for his daughter**
 - *"My daughter has been hospitalized at your facility for the second time; she should be coming home tomorrow. I have not had the opportunity to express my utmost appreciation for the level of quality care my daughter has received. Specifically, Dr. Patel and my daughter's case manager/therapist Cassie and her nurses, have excelled in taking care of her and working with us in providing the services she needs. As a health professional, I am especially impressed by your facility and the level of care your staff provides. Thank you so much for the service that you and Cumberland Hall do for our community."*
- **Reasons Alhambra (CA)- Letter to staff member Angela Shields from a patient at Alhambra Hospital in California who was treated in every level of care in the Reasons Eating Disorders Program—inpatient, residential, partial hospitalization and intensive outpatient. She wrote the following letter after attending the program's alumni day.**
 - *I could say, "Reasons saved my life, it's the best program ever," but that would be stretching the truth. Reasons didn't save my life, the program there allowed me to see that I could choose to save my own life -- and once I made that choice, they were able to fully support me at every step along the way. If there is a small part of you that may be toying with the idea of recovery, there are people at Reasons who will give you more care and support than you will know what to do with.*
- **Reasons Alhambra (CA)- Letter from Parent of Elizabeth to Unit 2 Staff:**
 - *"Words cannot express the gratitude that my family and I feel. Thank you for watching our daughter Elizabeth during this difficult time. She has had nothing but great things to say about you all. Thank you for your caring, patience and dedication. I know your job is not an easy one."*
- **Reasons Alhambra (CA)- Letter from patient to staff**
 - *"I just want to let you know how very much I appreciate all the kindness, compassion and help that I received from all of you. While I arrived practically kicking and screaming, I leave in awe and with so much respect for each of you. I can't put into words my respect for each of you. I can't*

put into words my eternal gratitude & thanks for your patience, compassion & kindness. Your work is far from easy, yet all of you do it with so much heart. I can't thank you enough!

- **Reasons Alhambra (CA)- Letter from patient Molly and her mother to staff**
 - *"Thank you for being an integral part of Molly's healing while she was here at BHC. You were always so sweet and accommodating to us when we came to visit, and we are truly grateful to you for your kindness! We wish you nothing but peach, love and happiness in your future!"*
- **Belmont Pines (OH) Parent letter to staff:**
 - *"Thank you so much for the wonderful things that you do. Please take this time to acknowledge how much you are appreciated and how much your care helps others succeed. You make the world a better place."*
- **Belmont Pines (OH) Parent letter to staff:**
 - *"I want to thank you from the bottom of my heart with how you treated my daughter and took the time and patience with myself."*
- **Benchmark Hospital (UT) letter from Parent of Patient Dusti":**
 - *"May you be blessed in all of the journeys of your life as you have blessed us by helping us to see the light at the end of this very long, very difficult journey."*
- **Benchmark Hospital (UT) letter from the parent of a patient:**
 - *"The day has arrived and we couldn't have made it without all of you at Benchmark who have made such an impact on his life. [Anonymous patient] will be graduating next Saturday and a reception will be held at my home in Meridian. If you can attend his graduation, you are more than welcome. We would love to have you join us. But know, that we count you among his friends and are blessed for everything each of you did to help get him to this point in his life. I am forever indebted to you and Benchmark for helping Anonymous in a way that I couldn't."*
- **Bridgeway Hospital (AR)- Letter from former patient Cristin to staff:**
 - *"I hope you get the deserved recognition from your superiors for all that you bring to the facility. I really enjoyed the night Lynne brought her guitar and we all sang along to the words."*
- **Cedar Ridge Hospital (OK), letter from "Janet" mother of patient Erika:**
 - *"I wanted to be sure and thank you for going to extra mile while working with Erika. I hope all your cases don't require such obvious emotional investment. I am grateful to have had your assistance. So far things are as well as can be expected. There are still plenty of obstacles, I'm trying to focus on solutions. Thank you again for a job well done."*
- **Cedar Ridge Hospital (OK), letter from anonymous patient:**
 - *"I really learned a lot from Steve, he reminded me how important it is to stay in a network of mental health providers and people with mental*

illness, which helps me to cope with the triggers in the outside world with better responses, and outcomes.”

- **Centennial Peaks Hospital (CO)—Former adult mental health patient:**
 - *“Don’t stop doing what you are doing. You are saving lives every single day, including mine. I feel that the entire inpatient staff are all very caring and compassionate people. I trust them completely and feel very safe in their care.”*
- **Centennial Peaks Hospital (CO)—Letter from patient:**
 - *“Last week, I hit rock bottom and had lost all hope and peace. Circumstances led me to you, and I am so very grateful. Thank you to all of you for your caring, your professionalism, your skills, your insights, and your challenges! I found hope and help and healing last week. Where things looked dark and bleak last week, I now know there are many options before me. I suspect there will be challenges ahead, but I feel you started me on the path of hope and greater strength. I never thought I would get to that point, but I did. You were there to help. Thanks for helping rescue me! I cannot say enough of my thanks! Thank you all for the good work you do! It saved me!”*
- **Centennial Peaks Hospital (CO)—letter from patient:**
 - *“My IOP therapist is absolutely wonderful. She truly cares about the people she is working with. She willingly shares her knowledge and experiences, which makes her approachable. She is the only therapist I have had after years of therapy who actually “gets me” and that has made a huge difference in my life.”*
- **Centennial Peaks Hospital (CO)—letter from patient:**
 - *“This small token of appreciation doesn’t even come close to expressing my thanks to each of you. Your professionalism, smiles, kindness, laughter and grace under pressure are so appreciated. You were amazing! Having run a residential rehab, myself, I know that it is sometimes difficult yet crucial to make clients feel comfortable. And you guys are indeed “boss” at doing just that! Thank you for all you do to help change and save people’s lives. And THANK YOU for all you did for me!!”*
- **Centennial Peaks Hospital (CO)—letter from patient:**
 - *“Twas the day before Christmas, and all through my brain, there was not a single remnant of my former pain. You all have done my treatment with care. And thank you for reminding me what’s really there. Thank you for giving me the gift of stability. You all have saved my life, and that is the best Christmas present I could ever receive. Please continue changing lives, and have a beautiful Christmas blessed with happiness and health!”*
- **Compass Intervention Center—letter from former patient London to staff:**
 - *“When I first came to Compass I was very aggressive with my peers. Since I have been in treatment, I’ve learned to not let others actions control me and to use my coping skills like journaling and deep*

breathing. Each staff member at Compass has played a role in my treatment they have all helped me with my progress."

- **Compass Intervention Center (TN) —letter from former patient Susie to staff:**
 - *"You got me through the biggest thing that happened to me, my trauma. Thank you for everything, you taught me how to get past what happened to me (all the abuse). What hurts has made me stronger. I am going to call you to check in. I am going to miss you, until next time and I am not talking about coming back!"*
- **Compass Intervention Center (TN)—letter from former patient to staff:**
 - *"I would never have made it this far without your support and caring. You really helped me with a lot of things. I won't forget my stay here, you have gone above and beyond and thank for all your help. I can't possibly fail with all of the help I have been given."*
- **Compass Intervention Center(TN)—letter from Rick, parent of patient Madison, to staff:**
 - *"I appreciate all you have done for our family. You have gone above and beyond and been instrumental in my daughter's recovery. I finally feel like I have the old Madison back. I am truly grateful for you and Compass."*
- **Del Amo Hospital (CA)—letter to staff from anonymous patient:**
 - *"Kristie is an encyclopedia of knowledge and has an amazing ability to nurture and be compassionate. I would like to sincerely thank Kristin for taking the time to work with me. I felt especially privileged to have her on my treatment team. Dr. Hirsch is an approachable and well-mannered psychiatrist. I sincerely appreciated his candor and gentle nature. The daily groups were packed with pertinent concepts, and were exceptionally helpful to understanding my cognitive distortions. I still have a lot of work ahead of me concerning my psychological well-being, but I feel NTC has given me a boost towards my recovery."*
- **Del Amo Hospital (CA) letter to staff from anonymous patient:**
 - *"Dickey, Ricky and Christian presented me with the utmost care and empathy. I'm a survival due to this staff at Del Amo Hospital (CA) Psychiatric Hospital."*
- **Del Amo Hospital (CA)—letter to staff from Elsa, sister of patient Rebeca:**
 - *"Thank you for your help in the recovery of my sister, Rebeca. Although she had a rough start in your facility, she recovered quickly. My mom and I appreciate all of you who consoled us at the beginning when Rebeca situation looked rather grim. I could not thank you enough for your great attitude. Every time we arrived to your facility, you greeted us with a smile and much kindness. Thank you for making a difficult situation for my family so much easier to handle."*
- **Del Amo Hospital (CA)—letter to staff from patient Amy:**

- *"Just a letter to inform you have two of the most wonderful staff on your team – Karl and Tye. I went through a lot here – they both helped me back to reality without criticism, judgement and shame. You guys need to understand how valuable these two individuals are to your team. I will be grateful to them always."*
- **Emerald Coast (FL) – Letter to staff from parent "Michael", a healthcare facility inspector for FL Dept. of Children & Families:**
 - *"I just wanted to drop a line and say "Thank You" to you and all of the staff there at ECBH [Emerald Coast Behavioral Hospital in Panama City, Florida] for doing such a wonderful job with my daughter who was there for 19 days. Having to admit our daughter to ECBH was one of the hardest things that I have ever had to do! My daughter had never spent a night away from us in her whole life! The Admissions staff were so kind and caring and reassured us that everything was going to be okay. Mike Barbour, and his nursing team, undoubtedly are the best psychiatric nursing team in Northwest Florida, if not the state! I felt safe leaving my daughter at your facility because I know that Allison and the rest of your staff really care for the patients. **We are so very thankful to have ECBH as part of our System of Care! You all are truly LIFESAVERS! Thanks Again, for everything!"***
- **Fremont Hospital (CA)—letter from mother of patient Vincent:**
 - *"This was the best place for my son. I was so distraught when I brought him here. I can see now that bringing him here was the best thing for him. He is coming home tomorrow."*
- **HBHS—letter from Scott and Laurie, parents of former patient Emily:**
 - *"Thank you for giving my daughter, Emily, the gift of health. I can never express enough how much this means to us, as well as all of Emily's family and friends. I hope Heartland will be around for a long time to save more kids."*
- **Hartgrove Hospital—letter from former patient Amy:**
 - *"I feel very blessed to have these people as my treatment team."*
- **Harbor Point Behavioral Health Center (VA)—letter from former patient to staff:**
 - *"It's been about 5 months since I've left. And I've made a tremendous improvement. I haven't thought about hurting myself, or any suicidal thoughts, I'm happy with my life! I never thought I would say that! Harbor Point has made me strong. People asked about my scares on my arms and I tell them like a campfire story. I'm confident with who I am."*
- **Kingwood Hospital—letter from Sheriff /former patient admitted for depression:**
 - *I am a Deputy Sheriff working in and around the Houston area. My occupation is, as you can imagine, highly stressful and requires a certain mindset to perform successfully day in and day out. A few months ago, I*

discovered I had lost that mindset and was deeply depressed and worried. I have struggled with depression for most of my life. I found that alcohol was a friend I could turn to when that black cloud rolled in and hung over my head for however long it wished to stay. One day the depression and alcohol combined to form a thought in my head that the world would be a better place without me. I was lucky and did not get to complete that thought due to the intervention of concerned family members. I was voluntarily admitted to Kingwood Pines Hospital for treatment.

- *I had no idea that a door to the way out of depression had just been opened. The staff are caring and professional and seemed genuine in their concern for my welfare and healing. I was an in-patient for a few days and then came as an outpatient to group therapy. Group was amazing and I was astounded that the other group members not only understood what I was going through but had been where I was emotionally. **For so many years I was unable to talk about or express to friends and family how I felt.** In group I found a safe place with other people who knew exactly what I was going through because they had been there themselves. The Therapist in charge of our group taught me the skills I needed to climb out of the hole I was in. **The tools and techniques I learned have helped me stay out of that hole and truly enjoy my life for the first time in years.***
- ***If you think that therapy cannot help you think again. I was the biggest skeptic of them all and after receiving treatment at Kingwood Pines I am no longer skeptical. It works and I credit them with not only saving my life but improving the quality of it as well. Thank you!!***
- **Lakeside Behavioral Health(TN)—letter from a former patient:**
 - *“Lakeside has truly saved my life and has been a complete blessing to me and my future! Lakeside has the best and most caring staff. The therapists and nurses have completely changed my life. Their passion for what they do shines through them. What an amazing staff you have—I am so grateful. I looked at other treatment centers and I am so thankful I chose Lakeside.”*
- **Lakeside Behavioral Health (TN)—letter from a former patient:**
 - *“I would like to take this opportunity to thank you for the wonderful care I received here at Lakeside. This has truly been an experience of a lifetime... The impression on my heart will last for the rest of my life. This place doesn’t exist just [for] employment. You are here because you truly care about the people here. I thank you... for giving me back life. I can go from here and tackle the world.”*
- **Lakeside Behavioral Health(TN)—letter from a former patient:**
 - *“First, I want to thank all of you for your hard work and dedication to your profession. Under what were sometimes extreme situations before you, you handled them all with great skill and professionalism. As for my experience as a patient, I have never had such an intense therapeutic*

experience. This past week was actually better than any I have seen before. Together you have truly changed my life."

- **Lifeworks Schools at Foundations—letter from parent of student Steven:**
 - *"I can't begin to tell you how much this school means to Steven and me. He has changed so much for the better because of LifeWorks. He no longer explodes and can talk to me. He wants to get up in the morning and come to school."*
- **Lincoln Prairie Hospital(IL)—letter from former patient Cori:**
 - *"I haven't done anything to harm myself since I last got out. The few thoughts I have had I was able to use my coping skills to get past them. You guys have a great program. Hopefully it continues to help others the same way it has helped me."*
- **Lincoln Prairie Hospital (IL)—letter from patient:**
 - *"Wanted to say thank you to everyone we encountered – doctors, nurses, therapists, aides and business office, etc. were so kind and compassionate and made a scary experience for us much better. You are all great. Thank you for your kindness and caring attitudes."*
- **Lincoln Prairie Hospital (IL)—letter from former patient Kenya to staff:**
 - *"I want to give thanks for the people who took the time to help me get the treatment I needed. I learned a lot and still have a lot to work on. I'm going to miss these people who changed my life."*
- **Lincoln Prairie Hospital (IL)—letter from anonymous former patient to staff members:**
 - *"If it wasn't for all of you, I would not have ever encountered hope. My life will be better on the outside from now on."*
- **Northwest Texas Pavilion – letter from former patient Christopher:**
 - Dear Lonny. This book is about isolation. I felt I was stranded and alone because of my PTS (there is no D). For me, it was like living alone in a house in complete darkness, you can't see anything in any direction. I was afraid to leave the house and step into the light. Depression and anxiety controlled my life. Then I met you and the staff at USU. Together, you helped me open the curtains and crack the window. That's all I needed: a glimpse, a flicker of light. It gave me hope when I had none. I heard a saying once, "anything I do, I do for love." I think that applies to you and all of your staff. This place saved my life. Without you, I wouldn't be alive. I appreciate everyone here. You and your staff make me feel like my sacrifice was worth it. It makes me proud to have served the people of this great nation. You are an amazing counselor. Your nurses are amazing. All of you truly saved my life. THANK YOU. P.S. Your job will be mine!!!
- **River Park Hospital (WV) —letter from anonymous patient to staff:**
 - *"I'd never in a million years think I'd be this man I've become. But have I had my eyes opened truly? Yes, due to you. This value goes straight out from you to me, and my heart. You've made such a huge impact on my*

life, my words, my actions, becoming honest, willing, trustworthy, healthier. The relationship I have with God now is beyond words and it's all thanks to you. No situation is too hopeless for me to change, no problem for me that is too hard to solve. So I thank you for all you've done through my life. It's has been a true blessing to have someone reach out and be that supportive. Thank you for all you've done to go above and beyond for us kids.

- **River Park Hospital (WV)—letter from anonymous patient to staff members:**
 - *"You played a part in helping me change my life. I am a changed person because of your help. Thank you for not giving up on me even when I gave up on myself. This treatment has helped me turn my life around."*
- **River Park Hospital (WV)—letter from anonymous patient to staff members:**
 - *I think Sharla has helped me a lot in the last ten months. She has let me know it is ok to speak up about my abuse and it wasn't my fault for what happened to me. She always reaffirms me about my emotions. She has always listened to me when I just didn't know what to do and gave me good advice. She has always called me on my crap too. She is like a mom to me; I love her with all my heart. She accepted me and made me know everything would be okay in the end and no one else can judge me.*
- **River Park Hospital (WV)—letter from former patient to staff member:**
 - *I got discharge d from your program Sept 17, 2014 and I didn't realize how much that program was helping me. I cannot thank you guys enough for all the help you gave me. You guys have helped me realize that I am beautiful in my own way. My career is about to take off, I am talking to a recruiter from the Army, my GPA is 3.5 and I have 2's and 2 B's. I did something people said was impossible, that is graduate from high school.*
- **Sierra Vista Hospital (CA)—letter from former patient Brett to staff:**
 - *Thank all of you for your care and attention to me. I feel so much better today than I did when I first started. You are all amazing and very good at making us feel necessary. I WILL be back when I need more help.*
- **Sun Coast Hospital (FL)—letter from former patient Karen:**
 - *"I know that you are probably used to hearing complaint after complaint, but this note is to commend the staff. Everyone has been very helpful and supportive... I hope I never have to come to a place like this again, but if I do I would very much like it to be back here."*
- **Texas Neuro-Rehab Center—letter from adolescent patient to therapist:**
 - *"You're magic. You're the reason I can have a conversation with people at all. You helped my anxiety in school."*
- **Texas Neuro-Rehab Center—letter from parent of The Ranch outpatient program:**
 - *"The Ranch intensive outpatient program brought about remarkable positive changes in our teenage son in a short time and in a safe, nurturing environment. He found the value in communication and the tools to achieve it. The Ranch staff coaxed out and fostered his leadership*

qualities and returned a sense of self-worth and confidence he had long missed. His troubles tolerating distress at all levels have become manageable. The son that has come out of the Ranch program is a new and vibrant your man and we are deeply grateful. “

- **Texas NeuroRehab—parent of a child in residential treatment:**
 - *“Texas NeuroRehab is blessed to have the professional staff to help guide us (the parents) through this difficult time of leaving our children in their care. First, he is doing so good no one can get over the change in the reality and social skills. One of the nice changes is that he is so much more calm and relaxed as a baseline. These changes have made his and our quality of life improve 100%.*
- **Texas NeuroRehab—letter from anonymous patient in long-term medical rehab program:**
 - *“In addition to being so impressed with your personnel, I was very impressed with how well they followed and stressed safety guidelines. I was so impressed I would like to incorporate the same practice at my company as in yours.”*
- **Texas NeuroRehab, letter from a patient of inpatient and outpatient medical rehabilitation at the Bluebonnet Unit at Texas NeuroRehab:**
 - *“We would like to express our sincerest appreciation for this finely run facility. We would also like to express our heartfelt gratitude to the staff of the Texas NeuroRehab Center for making my stay a positive and comfortable experience. The staff is not only professional and knowledgeable, but they also possess the quality of kindness and caring which is so important to a patient’s recovery. The care exceeded my expectations.”*
- **Valley Hospital (NV) —letter from former patient Janey:**
 - *“I was in the right place at the right time for the right care by Allen. My first day, [I] cried and he came and introduced himself and sat with me to help me conquer my first day fears! This is a person I will never forget. He went above and beyond his duties to always listen to me and encourage me to get through my stay and feel the real emotion I have needed for some time. My stay was wonderful.”*
- **Valley Hospital (NV)—letter from former patient Willis:**
 - *“During my stay, I was very impressed with John, the day tech in my unit. He was not just passionate about the place he works for, he followed the policy and procedures to a T. This made it possible for us as patients to expect a high level of care and consistency. He truly cares about the well-being of the patients. I came here in bad shape, but his encouragement and help guided me on a path that allowed me to leave in much better condition.”*
- **Valley Hospital (NV)—letter from former patient Jerzy to his therapist, Laura:**
 - *“I am extremely grateful for the time which I have spent in this safe and growth-focused environment and for the confluence of people,*

personalities and stories encountered. All of this has been of great help and support in my own search for and struggle with life management. And I am certain that it has also been of great benefit to others."

- **Valley Hospital (NV)—letter from parent Laurie:**
 - *"From the moment my daughter was admitted, both she and I have received nothing but support and kindness. One extraordinary example occurred when a staff member brought us dinner while we were waiting... Even more astounding was the procuring of a salad for this vegan parent."*
- **Willow Springs (NV)—letter from former patient Isabel to a therapist:**
 - *"Thanks for not giving up on me. To be honest, I never had a hero, but you're my hero. I'm glad I had a chance to meet you. Thank you so much for being the one who made me realize a lot of things. And gave me advice. I will take this experience everywhere I go."*
- **Willow Springs (NV)—letter from former patient Payton to therapist Lisa:**
 - *"You've helped me do something no therapist nor anyone else in my life could help me do, find that was find pieces of me that I've never been able to find or understand before. You've impacted me in such a positive way. I've overcome my fears with my family & it feels so amazing. You've helped me move forward to being successful and I couldn't have asked for anything more. You've helped me understand what I want from myself & family, but especially out of life."*

UHS Staff, Community Partners & Outside Experts

- **Benchmark Hospital (UT) letter from former staff member:**
 - *"Thanks for the opportunity to work at Benchmark. It has been a privilege to work alongside such dedicated staff! I personally believe the mission of facilities such as Benchmark to be among the greatest and noblest causes in the world."*
- **Brook Glen Behavior Hospital (PA) nurse Autumn DeShields on the changes at the facility since it was acquired by UHS:**
 - *"Having worked for other healthcare organizations in the past, I have come to realize the best health care organizations are those that truly believe delivering high quality patient care is the cornerstone strategy for growth and advancement. UHS has proven to be a company that is dedicated to ensuring that patient care is paramount at all of their facilities. Patient centered care is a term used by many, but understood by few. However, those were the first words I heard from UHS when they walked through our doors in 2010 after acquiring Friends Hospital and those are the words we live by today."*
- **Cypress Creek- Letter from The National Alliance on Mental Illness, Houston affiliate Director of Outreach Melissa Herklotz praising the facility and UHS:**

- On behalf of The National Alliance on Mental Illness, Houston affiliate, I am writing this letter in support of Cypress Creek Hospital and Universal Health Services (UHS) with whom I have had the pleasure of working and partnering with on a large scale community outreach event. NAMI provides FREE education, support and advocacy to children, individuals and families who are living with mental illnesses, and as the Director of Community Outreach for NAMI Houston, it is my pleasure to submit to you this letter in support of Cypress Creek Hospital and UHS.
- We have been impressed by Cypress Creek Hospital's incredible team of professionals as well as their accomplishments, **and strong dedication to the needs of their patients**. NAMI feels that the expansion of this network will help to improve not only the lives of patients but the community as a whole. Both entities are highly respected in the state of Texas for the work they do to meet the needs of individuals living with a mental illness; they share the common goal to serve patients and provide superior healthcare to the residents as well as retain excellent health care professionals. But even more importantly they are committed to growing the local medical services patients and the community need and deserve.
- Furthermore, **Cypress Creek Hospital believes in giving back to society and contributes significantly to our organization**. It has been **the most influential team in helping to raise both awareness and funds to benefit the individuals and families NAMI serves through our fundraising outreach efforts**. I feel strongly that through this acquisition Cypress Creek Hospital will continue to live its core values while enthusiastically fulfilling its social responsibilities. In conclusion, I applaud the ongoing efforts of the leadership of Cypress Creek Hospital and UHS and feel that the expansion of this network will greatly enrich the lives of individuals who are living with a mental illness and the communities in which they live.
- **Foundations Behavioral Health (PA)- Letter to Alan Miller and Debbie Osteen from Abigail Halloran, MA, Former Director of Quality Assurance describing changes since UHS acquired the facility:**
 - *"I have been absolutely thrilled with what UHS has brought to the table and how its vision helped to transform this facility. I have seen leadership from the highest levels speak about clinical integrity and ethics and demand those tenants be put into practice."*
- **Holly Hill Hospital, letter from Jessica Knudsen, CEO, Children's Campus, describing changes since UHS acquired the facility:**
 - *"There are several significant operations improvements since the acquisition by UHS:*
 - A prioritization of all things patient safety. Previously, my recommendations from a risk management perspective would be

noted, but improvements would not be made. My current experience is that anything related to patient safety is fast tracked.

- Improved quality of corporate support. Under previous ownership, corporate clinical staff would only visit in the case of a negative survey outcome. UHS provides a full complement of routine corporate audits (clinical, risk, admissions, plant operations) allowing us to stay at the top of our game.
- Increased focus on the quality of patient care and improving the patient experience. Attention is given to the entire spectrum of patient care, from the quality of group therapy to the aesthetics of the environment.”
- **Holly Hill Hospital, letter from Sam Pitman, Director of Clinical Contract Services, describing changes since UHS acquired the facility:**
 - *“In, short, there has been a complete culture change with Holly Hill Hospital over the past 5 years, as has been evidenced by accomplishing amazing safety goals, improved patient care and overall quality improvement; and of course, ultimately demonstrating this change through our recent honor and achievement of the National Service Excellence Award for 2014. There is no doubt by anyone who knows the history of Holly Hill Hospital that the support it has received since UHS has become our “Corporate Parent” has elevated Holly Hill’s esteem in our community, and has raised the bar of quality to that of true Excellence, changing the lives of thousands of individuals and their families each year. I am very proud and thankful to have seen and been a part of this amazing change!”*
- **Turning Point Hospital (GA)—Letter from Colquitt County Sheriff Al Whittingham:**
 - *“I know that when my office calls Turning Point for treatment for an individual or if we need help in locating someone for the local courts, they will always be very willing to help.”*
- **Turning Point Hospital (GA)—Letter from Dr. Mizanur Miah, head of the Department of Social Work at Valdosta State University, which partners with the hospital to train students:**
 - *“Turning Point has an outstanding reputation in our area for professionalism and commitment to patient care. We are fortunate to have such a facility to serve as a training ground for social workers in training.”*
- **Turning Point (GA) —letter from Moultrie Police Department Chief of Police Frank Lang:**
 - *“I am proud to call Turning Point a partner in the effort to provide treatment for and education on behalf of people dealing with substance abuse and mental illness. Turning Point is an indispensable member of our community.”*

- **Mesilla Valley Hospital (NM)—letter from Bob Mansfield, child advocate attorney with Pegasus Legal Services**
 - *“At Pegasus, we are constantly aware of the challenge of finding high quality health care providers in our large and rural state. Alan and Jessica embody the reason we all advocate on behalf of children every day.”*
- **Windmoor Healthcare (FL)—letter from Gay Hawk, Director of Assessment and Referral:**
 - *“I respect that UHS believes in quality care above all else. UHS offers training, support, and direction when I need it, as well as operations advice whenever we ask, as we develop local goals, but they respect that we should do things “our way”, since we know what works best in our community. Because of this prevailing attitude, my experience at a UHS hospital has been like a rejuvenating breath of fresh air.”*
- **Windmoor Healthcare (FL)—letter from Brian Talley, Director of Business Development and Outpatient Services:**
 - *“My time with UHS has been the best part of my career. The corporate philosophy is all about patient care and safety. Unlike other ownership groups, there is no strong pressure to produce numbers. At the corporate level, we have wonderful support in all areas of our facility. These areas include, but are not limited to, clinical services, risk management, and marketing. All of UHS support has helped us provide excellent services to our patients in a very clean and safe environment.*