



January 5, 2011

James T. Montgomery, President
Touro Infirmary
1401 Foucher Street
New Orleans, LA 70115

Dear Mr. Montgomery:

During the mid-latter 20th century, Touro Infirmary, with its own nursing school and exemplary resident training programs, set the standard in the New Orleans metro area for healthcare that all other locals attempted to imitate. I am writing to compliment you on the outstanding care and operations of the 7th floor orthopaedic surgery ward during my sister's surgery experience [REDACTED] and hope you will pass on the kudos to the specific administrators over these areas for they well deserve it.

First, I noted that all staff encountered (particularly the facility service workers) greeted everyone passing in a friendly, amiable manner. It was a stark contrast to the polite anonymity of most Washington, D.C. hospitals for all their touted large university affiliations. I really felt like I was home again walking through the doors and making my way to the ward.

Second, Dr. Estrada performed a shoulder surgery that took away years of suffering for my sister and then went further in reconstruction to provide her with mobility above her expectations for pain relief. It was a case of taking little to work with and going further than expected to provide the most he could with it. I would have been satisfied to see her out of pain and resigned to possible disability for her when done so you can understand m whole family is ecstatic that with O.T. she's almost as good as new! Dr. E's modesty at this success only makes him more charming but I am happy to report *this surgeon can deliver on his promise!*

The best for last—the most outstanding of all was nurse Brian Mahl, a modern embodiment of nursing care from the old Touro days. The whole staff (Brian, Graciela, Leslie, Kinesha, Darryl, Al, Liz, and all the others too numerous to name) gave my sister the highest standard in patient care and that is a standard by which I assess nursing care in any facility as a visitor, staff, or patient. It would be hard to improve upon what they accomplished towards her comfort and their promptness in providing quality care. By this letter, I am nominating Brian as Nurse of the Year for Touro and dare you to find a more qualified candidate.

With the comfortable accommodations provided for patients and their families, Touro has become a true "resort hospital"—it gives new meaning to "Club Med" if one must be admitted.... The only point of concern would be the food—you might want to work on that a bit, but overall I say, "Well Done!"

Indeed, Touro is a very fine institution. I would also suggest your new public relations slogan should read, "*TOURO IS BACK!*" Old timers in the city will know what that means!

Sincerely,

Marilyn PreJean