

This poem was sent into nursing Administration from a grateful patient. Our CNO sent this to all of Hoag's RNs to convey the gratefulness of the patient.

You Are the Hospital

You are what people see when they arrive here.

You are the eyes they look into when they're frightened and lonely.

You are the voices people hear when they ride the elevators, when they try to sleep and when they try to forget their problems. You are what they hear on their way to appointments that could affect their destinies – and you are what they hear after they leave those appointments.

You are the comments people hear when you think they can't.

You are the intelligence and caring that people hope they'll find here. If you are noisy, so is the hospital. If you are rude, so is the hospital. If you are wonderful, so is the hospital.

No visitors, no patients, no physicians, no volunteers, no co-worker can ever know the real us, --the us that you know is in us—unless you let them see it. All patients and family members know is what they see, hear, and experience.

And so you have a stake in your attitude and the collective attitudes of everyone who works at the hospital. You are the care you give, the attention you pay and the courtesies you extend.

- From a Patient