

PATIENT TESTIMONIALS

Submitted on-line to The NY Daily News

Perhaps Consumer Reports should stick to cars, electronics and gadgets. They have considered only a few of the dozens of criteria important in rating a hospital, have neglected data for the past year, have not included many hospitals, i.e. those who chose not to submit their data, and haven't mentioned that large city hospitals like Jacobi don't select their patients as certain other hospitals do (thereby improving their stats). Consumer's little report would never pass scientific muster. Any savvy New Yorker knows if he/she is lying on the street, victim of an accident, they want to be in a large City hospital. I was so very fortunate to have been transferred to Jacobi after being taken by ambulance to a private hospital after suffering severe injuries at Shea Stadium several years ago. (As reported by The Daily News, among others). There I was treated by Dr. Nathaniel Tindel, an outstanding trauma surgeon who safely put me back together again. I walk because of him and the staff at Jacobi. In the interest of full disclosure I add that I got transferred to Jacobi because my sister works there. Then again, no one knows more about what really goes on in a hospital than its employees and nor would she permit me to get care at anything less than the best of the best.



-Ellen M. Massey

Submitted to the NY Post and NY Daily News

To the Editor:

We are the parents of Emily Sexton who was saved and put on the path to full recovery by the doctors and staff of Jacobi Hospital. When we read the article "Five unsafest hospitals hazardous to your health," we are dismayed at how wrong Consumer Reports is. Indeed, we don't even recognize the Jacobi we know. This is our experience with Jacobi.

Our daughter was hit by a drunk driver in November 2010 ([click here to read NY Post article](#)). With a broken arm, multiple rib fractures, multiple organ failure, a pelvis shattered to pieces, and nearly uncontrollable bleeding, the Jacobi Pediatric ER trauma team pulled her from the brink. She was then cared for in the Surgical Intensive Care Unit for weeks, and learned to walk again while there. She eventually returned home in January 2011, frail but recovering. In the meantime, she had numerous surgeries and procedures. She was intubated twice, had a Central Line and a catheter inserted, and devices inserted for blood testing and medication delivery. She did not get a single infection from any of these procedures.

The staff not only was careful with hygiene, they made sure that her family and visitors suited up, washed up, and took all required precautions. Her nurses, doctors, and other staff were unfailingly professional and courteous with us. They answered all our questions, and explained medications and procedures completely. They showed our sick daughter and us such compassion; it still brings tears to our eyes. When Emily was medically stable enough for discharge to a rehab hospital, the ICU social worker handled the discharge planning with thoroughness and kindness. The discharge went smoothly.

In March 2011, Emily returned to Jacobi for out-patient rehab. If we had had a Consumer Reports-style experience at Jacobi, you can be sure we would not have returned. We gladly returned to this first-class hospital and its staff, and have visited the ICU staff several times over the past year.

Consumer Reports looked at narrow and old data. We looked into the heart of Jacobi in our weeks there. Jacobi made all the difference in our daughter's life.

*Sincerely,
David and Harlan Sexton*

To The Editor:

Your article titled "Sick Hospitals" or "Dozens in area get low ratings" references Jacobi Hospital. Though our family had no choice when my wife who was critically injured in front of a Westchester hospital, and was immediately transported by local ambulance to Jacobi Medical Center, we are fortunate that Paramedics know more about hospital safety than Consumer Reports. Our experience over 2 months in a SICU and 6 surgeries reflect SUPERIOR care! The surgeons and nurses delivered care that was equal part clinical competence and compassion There is no question in our mind that they never gave up hope and returned my wife safe and sound with full ability to enjoy life's wonders. Jacobi Hospital deserves our praise not condemnation. I give the Consumer Reports report card an "F"!

-Megan & Robert Donofrio