

I'd like to open my report with an Employee Recognition for the Highland ED staff and Admissions team, and I'd like to share a note I received recently from one of our employees:

The note reads: My daughter was in a severe car accident about a year ago. She was taken via ambulance to Highland ED, and from the emergency room was taken directly to surgery. She was in the ICU for about a week, then was an inpatient for another three weeks. She received excellent care at Highland.

The car she was in was totaled, and she lost some memory what happened during that time. She forgot that she had cashed a check for \$600 on the morning of the accident.

Almost a year after the accident, she received a call from a staff member in admissions. They were doing a check of patients' belongings stored during admissions, and were calling to notify her that they had a bag in storage with her name on it.

James, a staff member in the ED placed the \$600 and some clothing in a bag and forwarded it to admissions. When she retrieved the bag from admissions, the \$600 was handed to her to the dollar! I'm sure the bag passed through more than one set of hands – all honest hands.

She is telling everyone "The people at Highland saved my life & my money!".

We are very grateful for the care she received at Highland, and for the professionalism that was demonstrated.

I was not surprised to hear this recounting, but I was and I remain proud of our team everyday. It gives me great pleasure to be able to share such a wonderful experience with you all today.