

Opal,

Thank you for the job you do on 4s. Connie & Cynthia Miller wanted to Recognize you for your hard work and for being a big help to her. Thank you for the care you give our patients. You get so many compliments. I appreciate everything you do for me and for MHHS!

Stephanie Morrell, RN, BC, DIR  
Med/Surg/Pediatrics

Opal,

Thank you so much for your help with the AIDET rounds. you are doing a fab job with customer service!

Stephanie

Opal,

Lea Hurley, Radiology tech, recognized you for doing "GREAT" AIDET on 4S during her AIDET observations for the inpatient Team. THANK YOU!!!!

Stephanie

Opal,

08-16-2010

During a recent conversation with Jarry Sammel, Infection Prevention, she mentioned how helpful you have been with assisting in employee health needs. I wanted to let you know what a GREAT JOB you are doing.

Thank You,  
Stephanie Nichols,  
Director, Quality Management





**MORRISTOWN-HAMBLEN  
HEALTHCARE SYSTEM**

*Progressive Medicine, Caring Professionals*

908 West Fourth North St.  
P.O. Box 1178

Morristown, TN 37816

(423) 586-4231

[www.mhhs1.org](http://www.mhhs1.org)

May 15, 2009

Dear Opal,

I want to thank you for the outstanding job that you do on 4-South. Stephanie recently shared with me what a great job you do as a team leader. She indicated you are very focused on moving the patient satisfaction scores and she appreciates that you assist with discharge calls and patient rounds. Opal, these are the qualities that will help us move from good to very good. Thank you for the great customer service for our patients, and your commitment to excellence.

Sincerely,

Richard L. Clark  
President/CEO

RLC:pdp

Richard L. Clark  
President/CEO

*Because of the work that you  
do, MHHS is a better place  
for patients to receive care.  
Thanks for making a  
positive difference @ MHHS!*



I always think of you.

Opal,

Just a little gift to Thank you  
for everything you do for our  
floor. You are a great nurse + a  
great team player. Thank you for always  
helping me. This gift is not nearly  
enough for all that you do. I  
hope you feel better soon.

You truly  
make a difference!!  
Don't ever forget  
that! Thank you

Thank you so much,  
May God Bless you +  
your family,  
Love  
Rebecca

Opal

Stephanie told me what a big  
help you were with the AIDET  
campaign - you really made a difference.

Thank you!! DeeDee (c)





July 26, 2010

Dear Opal,

I want to thank you for the good job you are doing as Manager of 4-South, 3-South and 3-North. Stephanie recently shared with me that you have a positive attitude with patients, visitors and coworkers and that that you are determined to improve inpatient satisfaction. Your efforts do not go unnoticed. Thank you for your value for quality improvement and great customer service for our patients and our organization.

Sincerely,

*Richard*

*Thank you for making a  
positive difference @ MAHS!*

Opal,

I just wanted to let you know that I think you're doing a great job in your new position. It's a thankless job at times, but you have such a positive attitude and enthusiasm that will help you succeed. Thank you for your commitment to quality. Anything you ever need, just let us know!

Thanks!  
Lindsey  
Cooley



Opal,

as I was Rounding with Stephanie Merrill  
she mentioned your commitment to the  
Patient Satisfaction Team. Thank you  
for your Dedication to making MTHS  
the Best! We appreciate you!

Pam Suya

Opal,

As I was rounding on Stephanie,  
she wanted me to thank you for doing  
such a great job in your new role.  
She said that you are @ + inspiring!!  
Keep up the good work + the  
great attitude!!!



Sincerely,  
Dee Dee