

March 16, 2015

Mr. Roy Powell
Crittenton Hospital
1101 W. University
Rochester, MI 48307

Dear Mr. Powell,

I write this letter to you with great emotion and am hopeful that you have an understanding of how grateful I am as you read my words. My gratitude goes to the team of nurses, doctors and all those in between who were responsible for being the hands of God as I was brought through two separate massive heart attacks and code blues several weeks ago.

It has been told to me by my doctors and many of the nurses what a 'miracle' it is that I am able to sit and write you this letter. My faith helps me understand that God really is the ultimate decision maker of life but I know that He used wonderfully, skilled professionals to carry out his decision to allow me to live.

I feel very fortunate to have been placed in the highly skilled hands of Dr. Kazziha, who on two separate occasions in one night, placed three stents into my heart. He can tell you the story as it actually is pretty interesting, (make sure you ask him about his flooded office in Sterling Heights). I also feel blessed that Dr. Khaira followed his intuition. They both played extremely important roles in my living.

I also feel extremely blessed that the team of people that responded to my room, 574, when I had the first attack were so extremely efficient in all they did to keep me alive. I only have vague memories of the ordeal but I am certain to my soul that without every person, who had a very specific job to do, I would no longer be here. You should be extremely proud of each one of them. I do not know their names but I encourage you to research the case and commend them, not only on my behalf but on behalf of Crittenton Hospital.

I do have more recall of my 5 day stay in CICU and some names are clearer to me. I think it is important to acknowledge excellence when I witness it and give credit to those where credit is due. All three of my doctors, Dr. Kazziha, Dr. Khaira and Dr. Kashlan tended to me with such excellent care. Although I can't speak to the actually medical side of it because it is far past my understanding, I can, however, tell you that to be in such a stressful situation and have doctors treat me with the compassion, patience and concern each of them showed me, made the conditions much easier to bear. Each with different approaches, but all showed me care that was extremely reassuring. It is rare to find doctors who never made me feel rushed, burdensome or unimportant. I feel very fortunate to have 3 who all have those qualities.

In addition to the doctors, there are three nurses who work in CICU who have skills far beyond what they learned in school. Jennifer (Jenny), Doug (I am pretty sure that is his name although it could be Dan) and Roseanna each helped me to cope with the emotional and physical situation of having 2 heart attacks. Jenny especially, was so compassionate and patient and I will be forever grateful to her for her Godly kindness. Please understand, that because I cannot remember all the nursing staff names who work in CICU, it by no means diminishes the care I received from them. I feel each one of them were

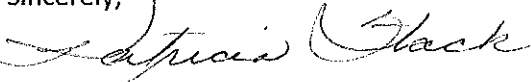
wonderful, it is just that those I named left a mark on my newly repaired heart, a mark that cannot be seen from an x ray or scan but it is there, nonetheless.

I thank you for steering that big, medical ship that sits on University in such a wonderful direction. Whatever you are doing to captain such a quality facility, I encourage you to continue doing it. As a patient, feeling that the hospital is staffed by such quality professionals is very reassuring.

I don't know if you are in the practice of passing out literal hugs, but if you are, please, give all those I have told you about some big ol' bear hugs from me. I am so thankful that God directed me to Crittenton and that he had all the right people assembled to help me through a life altering experience.

If you aren't a hugger, could you at least tell them well done on my behalf? They deserve to hear it. They represent the medical profession and Crittenton Hospital well and should make you proud.

Sincerely,

A handwritten signature in cursive script that reads "Patricia Tessmer-Flack". The signature is written in black ink and is positioned to the right of the word "Sincerely,".

Patricia Tessmer-Flack

Cc: Dr. Samer Kazziha, Dr. Amarbir Khaira, Dr. Muhammad Kashlan