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Dear Memorial Hospital Foundation Supporters:

Would you like to be included in a documentary about Memorial Hospital? We have that opportunity just for you!

In July of 2020, Memorial Hospital was awarded a 5 Star rating by the Centers for Medicare and Medicaid (CMS). Only 8% of hospitals nationwide achieve this rating, which is the highest rating possible. Ratings are determined by patient feedback regarding quality of care during a patient's interaction with the hospital. This rating is also dependent upon and determined by quality measures as outlined by CMS. Our 5 Star rating is a direct result of the positive feedback from our Memorial Hospital patients. For this we are truly grateful!

In efforts to achieve these measures, in 2018 Memorial Hospital began a Service Excellence Initiative (SEI) with Custom Learning Systems based in Canada and founded by Brian Lee. This program works to transform staff culture in order to optimize both patient and staff experiences. The quality of our training and the resulting patient experience has helped create this 5 Star environment at Memorial Hospital.

Our 5 Star achievement, driven by our SEI, leads us to the following exciting announcement: Brian Lee and his team from Custom Learning Systems were so impressed with the way in which staff at Memorial Hospital embraced the SEI and the resulting prestigious rating that Memorial Hospital achieved, that they want to highlight Memorial Hospital's journey to a 5 Star facility in a **30 minute documentary**. Staff from Custom Learning Systems will be producing this professional documentary. It will be shown at their national conference in La Jolla, CA, in November 2021. It will also be shown on numerous other media platforms. It is possible that a world premier will be held in Carthage!

As supporters of Memorial Hospital Foundation, you have the opportunity to have your name, as an individual or business, included in the credits of this documentary. Contributions of \$100-\$499 will be included in the Silver 5 Star credits, and contributions of \$500+ will be included in the Gold 5 Star credits. Your contribution is in no way, shape or form paying for this documentary! Custom Learning Systems is developing this documentary free of charge for Memorial Hospital. Your support has made it possible for Memorial Hospital to achieve this level of excellence and we want to give you the opportunity to be included as a proud supporter.

The attached registration form is your opportunity to be part of this international recognition for Memorial Hospital and staff, Hancock County and our entire region. Your contributions will go to the Memorial Hospital Foundation endowment fund or to our 2021 Hancock Village project. Let your healthcare providers know how much you appreciate them by including your name or business's name in this documentary.

We appreciate your support!

Greta Wetzel
Executive Director
Memorial Hospital Foundation

Jennifer Evans Garner
Director of Development
Memorial Hospital Foundation

Memorial Hospital Foundation is a 501(c)(3) organization with no goods or services received as a part of this gift.

Enhancing the health and wellness of our communities through charitable giving.