

Hello,

My Mom became a temporary resident at BSP on March 23, 2011. She had a stroke 3/11/11 and we are trying to get her moved closer to me. Meanwhile, St. Luke's Hospital moved her to your facility. I knew nothing of BSP prior to 3/23/11. But I want you to know that I am so thankful for the employees with whom I have interacted since then.

The nurses, Pat and Carla, who both called me about the two times that Mom fell, were kind, business-like, and helpful. I appreciate them.

The receptionist was the first personal contact I had with BSP and she, too, made me feel that Mom was among kind people.

Jennifer, from bookkeeping, called to tell me that Mother's supplemental insurance no longer existed (Mother cancelled it using Alzheimer's reasoning). Jennifer was kind and helpful and never made me feel bad about unknowingly giving her the policy number that no longer existed. It is because of Jennifer that I was able to contact another insurance policy and begin the process of obtaining another supplemental insurance policy for Mom.

I especially want you to know how helpful Lee Anne has been to me. The first three days that Mom was at BSP, I could never reach Mom by phone no matter what time of the day I called. I had left Kansas City thinking Mom would be flying up within days so I did not even know about or see BSP and I was uneasy. Lee Anne checked Mom's phone for me to make sure it was working and even went to Mom's room to answer it when I test-called to reassure me that the phone was working. She recommended a time when Mom is usually in her room and now I am able to talk to Mom nearly every afternoon. Lee Anne went above the call of duty and took pictures of my Mom and the rooms where she frequents (dining hall, physical therapy room, hall way, etc) and then emailed them to me. I didn't ask for that, she did it on her own. I cried when I saw the pictures. It helped so much. I have had several questions and Lee Anne has been so good to quickly respond by phone or email to give me answers. I am so thankful.

This is an emotional time for me but it is made better knowing that Mom is being treated with kindness and respect by you folks at BSP. Thank you for taking care of her and thank you for ministering to her family (me) as well.

Sincerely,
A very appreciative daughter



THE PLACE TO BE FOR OVER 15 YEARS