

"I agree! This is the best hospital I've ever been to! Everyone is very helpful, friendly and they have empathy for patients. I am grateful and thankful for the doctors and nurses who took care of me from day 1 until I get discharged.#Saluteallthestaff" - Melanie De Guzman Ugalde

"You guys are the heroes the world needed, and we owe you big time. I know I speak for a grateful community. Thank you for all that you do."
- Mike Ledesma

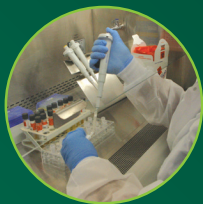
"It has been a wild ride these past 2 years here at Sparrow. The resiliency and dedication of all Sparrow caregivers, providers and leaders has been nothing short of amazing. It hasn't been easy, but together we continue to push through. Thank you to everyone for everything you do to keep the Sparrow wheels turning."
- Katelyn Mullin

Sparrow Ionia Hospital Medical Surgical/Special Care Unit

"SIH M/S-SCU go above and beyond the Sparrow ICARE Values and Mission/Vision. High quality individual care for every patient every time. THEY SEE YOU." - Lisa Sinko BSN, RN

Support Operations Services Team

"This team has continued to improve while managing very low staffing percentages. Keep up the good work!" - Anonymous



Molecular Lab

"(Praise to Molecular Lab)...For their outstanding work during the COVID pandemic! This team kept going no matter the obstacles that popped up. Their resiliency is admirable. Although behind the scenes, their hard work helped keep the community healthy." - Anonymous

Sparrow Ionia Hospital Caregivers

"Sparrow Ionia Hospital caregivers are invested in the care of people. Three things align when I think of Sparrow Ionia Hospital: Integrity, Investment into people, and compassionate care." - Steve Dexter

Sparrow Ionia Hospital Infusion/Visiting Physicians Clinic

“Outstanding, personal high-quality care. Every patient, every time. I am so proud of my team.” - Lisa Sinko BSN, RN



Sparrow Carson Emergency Team

“Thank you, Sparrow Carson Emergency Team, for being here for our community when they need us the most.” - Anonymous

Emergency Department

“The ED has taken a literal beating throughout the pandemic and despite massive patient volumes and staffing struggles continues to provide care to the community that needs them.” - Anonymous

Sparrow Clinton Hospital 2 West Nurses and Caregivers

“Throughout COVID and after the amount of teamwork throughout the staff has been beyond compare. The nurses would help me bring equipment needed for patients when we were busy. We are one family. They never complained or let one another get down from the things they saw. We are lucky to be together through this.” - Anonymous

Sarah Collins (RNICU/Special Care Nursery Manager)

“Sarah is committed to her team, patients and families. She is driven to support the team in providing excellent care to Sparrow’s smallest patients.” - Kathy Marble

Nathan MacLaren

“Nathan is always willing to assist when help is needed, and to take patients to radiology when the patient is unable to move across to exam tables on their own. It helps the radiology staff at night prevent injuries as well as injuries that could result in patient falls.”
- Darin Johnson

Respiratory Therapy Department

“Throughout the COVID pandemic, the Respiratory Therapy Department has been on the frontlines. Their compassion, knowledge, and drive to take care of our patients has shined brightly. They worked long hours, extra shifts, and many days without a lunch to make sure the patients were taken care of. The department is a true example of superheroes we have working at Sparrow.” - Anonymous

Diane Johnston (and Staff in Pediatric Outpatient Services)

“Diane and her staff in Pediatric Outpatient Services work tirelessly to accommodate and work with our families to make their complicated lives as easy as possible. They treat our families as if they were their own. Diane plays with our patients and has toys in her office for them. She will move mountains to make an appt for one of our kids if they are in need. She is very supportive of her staff and those of us who work with her. I cannot thank her enough for all she does. She truly embraces the Sparrow way.” - Cheri Salazar

Jen Komm (Peds/PICU Manager)

“Jen is patient and caregiver focused. She supports her team in so many different ways. I am so very thankful that she leads both the Peds and PICU in such an amazing way!” - Kathy Marble

Medical Intensive Care Unit

“The entire team on MICU has gone above and beyond in their dedication and caring of the community during the past 2 years and the Covid pandemic. Many have suffered both personal and professional loss during that time, but continued to provide the best care possible to our patients. There were many days we wanted to throw in the towel and give up but continued to show up every day and do the work we were trained to do; the work that we love! Each and every nurse, RT, physician, and caregiver that spent time on the unit, time at the bedside, and time supporting patients, family and staff, deserves special recognition for the work they did.” - Mashyl Cook

Robert Thierault

“Robbie T., as we call him, not only cares deeply for his patients, he cares just as deeply for his peers. Rob goes above and beyond daily for everyone. He is the first person I call for help, and he never hesitates to do whatever is asked of him. His kindness compassion and willingness to give everything is effortless for him. I am so proud to work with such a nurse. I have worked in health care for over forty years and have worked with some wonderful nurses and Robbie T. is at the top of that list.” - Kim Denslow

Sparrow Clinton Hospital Supply Chain

“Supply Chain caregivers have done such an amazing job making sure everyone has had the PPE they needed over the past couple of years to get through the COVID pandemic. They also have had to work harder than ever just to find the products needed on an everyday level. The simplest items have been so hard to find. They are constantly interrupted with deliveries and often times just as they get to sit down for a short break. FANS has even had to depend on them for many Food Service items because instead of trucks delivering, they are shipping them. They never complain and are always kind and helpful when they bring our items in. Not many people know the amount of items they are responsible for or seldom bother to thank them for their due diligence. They deserve our applauds.” - Judy Miller



Dee Jones

“I wanted to write to let you know how Dee Jones (Facility Engineer Trainee-Grounds) comes into Sparrow every day and keeps the place ship shape, at all hours, on weekends, in the bitter cold, during the heat, in the evenings, on holidays. He never complains and engages in backbreaking work. Dee does a phenomenal job, doubly so under very trying circumstances during covid, being short staffed, and with the sale of the grounds shop. Sparrow is very fortunate to have Dee on the team.” - David Joling



Sparrow Carson Surgical Team

“Thank you, Sparrow Carson Surgical Team, for your assistance to our surgeons during procedures.” - Anonymous

Ingrid, Julie, Lori, Rebecca, and Belinda at the Herbert-Herman Center Center

“I want to thank Ingrid, Julie, Lori, Rebecca, and Belinda at the Herbert Herman Center. You made my infusion experience bearable! And a special thanks to my friend Miss Nell, who put my mind at ease from day one!” - Robert Wadkins

Surgery Schedulers

“We are so grateful to have 2 very efficient and thoughtful surgery schedulers within the Sparrow Eaton Surgery dept! They work hard every day to make everything flow perfectly for every dept! They take calls, make calls, talk with anesthesia, staff, volunteers, depts throughout the hospital and beyond. They are constantly being interrupted, asked, requested to do so many things and always with a smile and easy answer. We are so grateful to have them on board as part of our Surgery family! We could not do the best job for our patients without them!” - Sandy

Karri Herman

“Karri is always going above and beyond not only for her patients but her co-workers as well. She is a great leader and never complains. We are lucky to have her at SSH.” - Anonymous

Marlys and Cidrec from ICU

“Hard work and dedication.” - Nagham Jafar

Jamie Gothberg, NP

“Jamie goes above and beyond for every one of her patients. Jamie is extremely kind and compassionate.” - Anonymous

Amy Spedoske

“Amy’s work and accomplishments in SMG Portland are short of amazing. On top of managing a high-performing office and staff during COVID, she also managed the move to the new building. She coordinated the move and dealt with adjustments and staff stressors. She always thinks about making our day better and takes a genuine interest in every staff member, not as a staff but as a person. Amy, you are the best.” - Zuhair Abualrihy

Sparrow Clinton Cancer Center

“I’d like to send a heartfelt “Thank You” to my coworkers in the Infusion/Cancer Center. We are an unbeatable team and I appreciate working beside such a caring, competent and helpful group! You are all appreciated more than you will ever know!” - Regina Buhr

Herbert-Herman Cancer Center Caregivers

“The cancer center saved my life when I had throat cancer with radiation therapy and chemotherapy, along with the wise planning and surgery’s that were needed. I am alive today because of the expertise of the cancer center at Sparrow Hospital and I am grateful...so, so, grateful. Words cannot describe the appreciation I feel. You guys are Angels on Earth. Thank you...so much. Thank you, thank you, thank you” - Mike Ledesma

STCI Medical Assistants and Clinical Assistant Team

“This group of hard-working individuals comes together every day to sometimes do the impossible. They are the most dedicated, selfless, and compassionate group around. Sometimes they are overlooked as they are only a MA/CA. This team is what brings life to the clinic and with their caring smiles everyone they interact with feels better.”
- Anonymous



Sparrow Ionia Med Surg Team

“Amazing teamwork! Everyone is willing to help each other out even when they are not asked to.” - Carah Lockaby

Stacey Russman

“Stacey day to day works with challenging cases and patients. Goes above and beyond to take care of our patients. She makes sure our patients’ needs are met. She takes the time to learn and innovate, which is most appreciative. Stacey, Thank you.” - Zuhair Abualrihy

Alexis with Sterile Processing

“Alexis works tirelessly every day for staff, surgeons and for every patient. She is immaculate in her work, her documentation, her abilities to make each case, each day run smoothly. Sparrow Eaton Surgery could not function without her care and commitment on a daily basis. She knows every instrument, every set, every rep and makes sure every patient will have the best outcomes! Patients meet many staff but never meet Alexis and she is the one entrusted with caring for every instrument, every set, every sterile process every day! We are so grateful to have her as part of our Sparrow Eaton family!” - Sandy

Stacy, Allison, Alexis, Holly, and Courtney at 6W Sparrow Hospital

“I had a tough recovery from a complicated hip replacement on 2/28. These fellow associates and others on 6W took such good care of me! They were professional and caring. As a 39 year pharmacy caregiver, I have always known our nurses and PCTs are great but it was the first time I was a patient. I always felt I was in good hands. Thank you!”
- Kristine Empey

Sparrow Eaton EVS Staff

“Busy, smiling, helping, cleaning, they all work together every day to make this place shine! We are so grateful for every one of them and consider them part of the Sparrow Eaton family! They work tirelessly every day for not only departments but for our patients! We continue to be grateful for every one of them! We could not do what we do without them!” - Sandy

Sharon Shaw, House Supervisor

“Sharon is always willing to help. For instance, when a discharge happens, she will go in and clean the room, she has helped with discharging cleaning rooms, she also will take the trash and linen we have sitting out the room that we are cleaning. She is friendly to all staff and patients.” - EVS Team

All of the Sparrow Nursing Staff (RN's, PCT's, etc.)

"I believe Nursing--particularly bedside nursing--is one of the most challenging fields that one can choose to dedicate their career to. Caregiving in general is demanding, but these professionals are the ones at the bedside day in and day out, making sure the patients are safe and their everyday needs attended to. They do not get to walk away when they might be feeling a need to, and there is often nobody to take their place as long as they are choosing to be there. They work in an environment that is often understaffed and overworked, with sometimes demanding patients, the likes of which many would struggle to respond patiently to even if they were their own children treating them that way. It is a field with, especially in the past few years, a lot of burnout, and I think systemically this needs to be reviewed and addressed from the bottom up. In the meantime, I have so much respect for those that continue to do this highly honorable work, and I think I speak for many when I say I am so thankful they are there." - Anonymous

Pediatric ED

"My daughter was just a few days old and was sent back to the hospital for low temperature and the Pediatric ED team all stepped in and helped to make sure she was taken care of and my husband and I understood what was going on. They made sure our daughter was taken care of and even though I'm sure they had many other patients; they didn't seem rushed. I'm so thankful for them!" - Anonymous

Mary Free Bed at Sparrow

"Mary Free Bed is a group of caregivers that have a bond that cannot be broken by the unforeseen challenges in front of them. They will always have your back and are always willing to jump in and help when they see another caregiver struggling. Our management Sheri Bursach (nurse manager) and John Lee (adm) are always willing to step up when times get tough. They listen to our feelings and take our advice to help make this unit an even more well-oiled machine than it already has been. Our patient care techs are the strongest and most caring caregivers than I've ever seen. They work beside therapists, doctors and nurses to ensure that patients are well taken care of. Our nurse educator Allie Burns is a great resource for education and problem solving. Our Administrative assistant Stacey White brings such a light and joy to our team even jumping on the floor to answer call lights when times get tough. I couldn't ask for a better team of caregivers to spend my time with! It feels great to have such a strong support system." - Madalin Trumbull

"The amazing team of nurses and techs gave me the confidence and encouragement to get home. I do not like being in hospitals but if I ever need therapy again, I will only request to return to Mary Free Bed. Thank you to all the caregivers for going above and beyond every day!"
- Anonymous



Sparrow Eaton Volunteers

“For their constant and continued outstanding work ethic! Always ready and prepared to help, always with a smile, moving, doing, assisting and being part of the family here at Sparrow Eaton! We could not do the job without them! They are the family we choose!” - Sandy

Trish E. and Chuck W. House

“I always appreciate it when these two leaders stop by the lab to make sure I am doing OK. They will gladly call couriers for me or line up another hospital for reagents. Thank you, guys.” - Toni Williams



Sparrow Eaton Surgery and Recovery

“I would just like to say a big thanks to all of our nurses and surgical techs who have stayed committed to working and caring not only for every patient but for each other these last couple of years. There have been plenty of tears, painful days, losses and heartbreak for many of us, but everyone has stayed strong and we are now experiencing laughter, joy and smiles throughout the department. I will forever be grateful for the down days so I could know the goodness that was to follow. We know we are not done but we are looking up and ahead and we all have a new appreciation for each other. I will be forever grateful to each and every one of you!” - Sandy