



Dear Southcoast Nurses,

I often receive letters and emails from grateful patients and the loved ones of patients. Many of these letters are about you.

The messages are brimming with gratitude, praise and appreciation. Heartfelt odes to your compassion and professionalism. Each one is so poignant. They tell stories about how you lifted their spirits and helped them heal. How a smile or an extra minute to listen told them all they needed to know about the care they would receive from you that day and throughout their experience.

The most recent letter arrived over the weekend from a woman who lost her husband to COVID-19. Even amid the sudden devastation, she took the time to write me about the nurses who cared for the love of her life during his final days. How they made him feel comforted, respected and heard. How they went out of their way to say hello when they arrived for their shifts and goodbye when they left for the day. How they treated his illness – *and* how they treated him as a human being.

In 2020, designated as the Year of the Nurse by the World Health Organization, our civilization is facing a crisis that has reshaped nearly all aspects of modern life. But there is one constant: You.

While this National Nurses Week has taken on an even greater significance given your service on the frontlines, your commitment is steady. Your clinical expertise is calming. As a registered nurse, the pride I feel when I round is immense. I see you in action and I'm in awe of your determination to conquer the world's common enemy.

All of us at Southcoast Health thank you for the wonderful work you do every day. But it's not just the physical effort we appreciate. It's More. It's your spirit, your senses of humor, the example you set for others inside and outside of Southcoast. While this pandemic has unfortunately forced us to scale back many programs and events, including our Nurses Week festivities, it has only strengthened and reinforced our admiration and respect for all you do.

With gratitude,

A handwritten signature in blue ink, appearing to read "K. A. H.", written in a cursive style.

Keith