

# Patients respond

Patient feedback — whether it be a compliment, suggestion or complaint — is taken very seriously by the medical professionals who make up WU Physicians. An elaborate system ensures that concerns are addressed and resolved in a timely manner. The vast majority of patients report excellent care experiences, testaments to the overall quality of care.



## **"I thought he would die"**

Ronda Bryer's 10-year-old son, Johnwesley, suffered an open head injury in a car accident. Flown to St. Louis Children's Hospital by helicopter, he underwent surgeries performed by neurosurgeon Matthew D. Smyth, MD, and plastic surgeon Albert S. Woo, MD. Today, the 7th grader is making As and Bs in school, and he returns regularly to St. Louis for follow-up care. Bryer says she's come to consider the hospital as an oasis, another home, during the time she and her family spend here. "I can't say enough about everybody, on every level. They care for the whole family's needs, especially emotionally. I'm confident that if I show up with my child, he will get the best of care," says Bryer.

## **"Life is so much easier"**

A U.S. Navy gunnery officer in World War II, Ed Cunliff made his first visit to an audiologist in 1955; he was advised to study lipreading. By the time he decided to get a cochlear implant earlier this year, he had almost no hearing left. "It's a night-and-day difference," says Cunliff of his hearing following the cochlear implant. He calls J. Gail Neely, MD, professor of otolaryngology, and his staff "terrific." He especially credits the work of audiologists Susan Binzer and Laura Holden, who experimented with 37 software settings over 13 weeks until they were satisfied with the quality of his implant. "Those two made me hear again," says Cunliff.

## **"I was at my wit's end"**

Few and far between — that's how Judy Kohlberg, 55, describes her "good" days before being treated by Joel A. Goebel, MD, FACS, professor of otolaryngology and director of the Dizziness and Balance Center at Washington University School of Medicine. Kohlberg suffered from chronic vertigo for 18 months before being diagnosed by Goebel at the end of an exhaustive three-hour appointment. She quickly found relief with the medication he prescribed; within four days, her vertigo was gone. "I was grateful for such good care," says Kohlberg. "I think Dr. Goebel is the best ever."

## **"We're both going to have to fight"**

Those words were the first Christine Crews, 48, heard after receiving an AIDS diagnosis. Spoken by Michael A. Lane, MD, a fellow in the Division of Infectious Diseases, they meant the world to her, letting her know she was not alone. She is also grateful for the care of E.P. Barrette, MD, associate professor of medicine, nurse practitioner Iver Gandy, and case manager Andrea D. Armstead, RN, BSN. Everyone in the division, she says, worked with Crews and her family, particularly her 13-year-old daughter, to answer their questions about AIDS. "It's not easy to put your life in someone else's hands," says Crews, the mother of four and grandmother of eight, "but I have faith in them — those people saved my life."