

The Medical Center at Franklin  
Hospital Administrator  
1100 Brookhaven Road  
Franklin, Kentucky 42134

May 19, 2009

Dear Sir/Ma'am,

My mother was a patient in your facility for several weeks. My mother, Celia Beck Holder, had initially under cancer surgery in July at Vanderbilt University Hospital in Nashville, Tennessee. Due to complications of the colon, she underwent eight more surgeries. We were told that her chances of survival were very slim.

After two months in the CCU at Vandy, my mother was transported to The Medical Center at Bowling Green. She was a patient at Commonwealth Regional Specialty Hospital for about another month and a half. She arrived at The Medical Center at Bowling Green in a coma with several problems, too many to mention. She received great care at Commonwealth Regional Specialty Hospital. She was released to Medco of Franklin because no other long term care facility would take her due to the variety of things wrong with her.

My mother was in and out of The Medical Center at Bowling Green several times and was a patient at your facility at least twice. Nearing the end of my mother's life, she was sent to your facility for treatment. When she arrived at the Emergency Department she was examined by Dr. Green. Dr. Green was very thorough in his diagnoses, and was very open and honest to his conclusion. Dr. Green is a true credit to your facility.

My mother was then admitted by Dr. Green and treated by Dr. Reedy who was the only physician that never gave up hope, even though she was realist and conveyed the dire straights that my mother was in medically. Dr. Reedy was so compassionate and spent several hours in review of my mother's medical records so she would know the best way to handle my mother's complex medical situation.

The treatment that my mother received from your nursing staff was truly amazing. The nurses, techs and eve the custodial staff acted as if they had a vital interest in my mother's well being as well as my family's. I have never been in a hospital that I felt so at home. The care that my mother was provided by your staff left my family members from Louisville speechless. They could not understand how a team of professionals could spend quality time with them, not just talking about medical issues, but about the emotional impact that such an illness inflicts. My family had been to Vandy and to The Medical Center at Bowling Green and U of L, but for the first time they saw the reason that I love this community so much, my family saw the compassion of Franklin's people.

The nurses at your hospital held my family members hands, and cried with them, and prayed with them and genuinely felt their pain and suffering. Since July, my 86-year-old father, Carl, had not left my mother's side. Your staff cared for him as much as they did my mom. They made sure that he taken his prescriptions and that he was eating and sleeping and that his health was good. Your staff kept blankets on him at night and talked with him throughout the day. In short, your staff treated my father as he was their dad, and for that, words cannot express my heartfelt gratitude. My father wanted me to pass along to your staff that he is well and looking forward to stopping in and saying "Thank You" himself.

I could go on forever with so many little things your nurses and techs did for my family. I will NEVER forget the love and compassion your family showed mine.

The Medical Center at Franklin will always have a very special place in the heart of the Holder Family. Your compassion and treatment was second to none.

I will not only miss my mother for the rest of my life...but I will miss my friend, and only hope you will find joy and happiness knowing that each and everyone of you made a difference in someone else's lives.....The Holder's.

May God Bless Every One of You!

Sincerely,

Chief Anthony Todd Holder  
Franklin Police