
Sent on behalf of Ruth Kain, Tulane Health System Chief Nursing Officer

Tulane
Health System



Dear Tulane Health System team –

I know you've seen and experienced at least some of the gratitude and support being shown to healthcare workers by everyone from local restaurants to our patients themselves. Every day, we receive donations of food or PPE, letters and cards of support, and occasionally, a message from the likes of [Peyton Manning](#).

But I wanted to call your attention to two recent examples of support, as I think they help illustrate what's truly important in this unprecedented time.

First, we are excited to announce that HCA Healthcare has chosen one of our Tulane colleagues to represent the entire company at the ringing of the closing bell of the New York Stock Exchange this afternoon. For the last several days, the NYSE has asked its listed businesses to highlight one of their frontline employees who's making a difference in the fight against COVID-19. HCA Healthcare is ringing the closing bell today, and leaders selected Tulane's Baylie Mader, whose [recent post](#) on Facebook was shared (with her permission) across HCA.

In her March 27 post, she said, "My face hurts from working in a COVID ICU every day this week, but it's a reminder of how blessed I am to work at a hospital that provides the proper PPE to their staff and that is conserving PPE without putting their staff in unsafe working conditions. The circles under my eyes may have gotten darker as the days went on, but I can ultimately say I had a good week at work. I will continue to be thankful through all of this because I have so much to be grateful for."

Baylie's sentiment is an excellent reminder that we all have much for which to be thankful. And her recognition tomorrow is a recognition for all on our team who have faced – and continue to face – those same challenges in caring for the COVID-19 patients who so desperately need our help.

And that's the recognition that means the most for me – the gratitude we receive from the patients and families whose lives we've impacted. Please take the time to watch [this news story](#) about a grateful COVID-19 patient being reunited (via Zoom) with Tulane nurse Stephanie Haiko, who she credits with saving her life.

The patient tells Stephanie, "I want you to know it's because of how you treated me that I came out of there. Because you gave me hope."

Thank you – each of you – for bringing hope to our community. I hope you know how grateful we all are for your bravery and sacrifice. You bring me hope, too, for better days ahead.

Sincerely,

Ruth Kain

Chief Nursing Officer

Tulane Health System