

## **Patient Satisfaction *in the Garden Room***

The Garden Room at Gifford Medical Center has become the last refuge of comfort and peace for many families and their loved ones. Through French doors, the large, comfortable, quiet suite opens onto a beautiful garden area that is in bloom many months of the year. With funds raised by the second annual Last Mile motorcycle ride, palliative and hospice care patients and their families have received gifts such as massages, Red Sox tickets, personal videos, studio-recorded original songs and professional portraits, to name a few. All these things and more are given to patients and their families just because they asked and because of the extra effort Gifford puts into end-of-life care.

The staff at Gifford strives to honor the end-of-life patients' desires in an effort to make their passing as positive as possible. More than one family member has returned to Gifford after their loved one's death to talk with Pam Fournier, our palliative care manager, about how wonderful their loved one's experience was. At Gifford, end-of-life care is a very special time, for the patient, their family and the people at Gifford who care for them.