

## Comments on the Raggedy Ann & Andy Visiting Programs

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"The Raggedy Ann & Andy Program is pioneering a new approach to patient care, from which every hospital in the United States can benefit."

*James L. Ash, President & CEO  
Cottage Health System*

"I continue to be impressed by the service that the Foundation provides to the patients requiring hospitalization and surgery or intensive medical care. At a time when technology seems to be the most visible aspect of medical care, your personal attention to the emotional needs of patients should not go unrecognized."

*Joseph R. DiBartolomeo, M.D.  
Ear Diseases and Related Disorders*

"Through her listening skills, compassion, and understanding of how sick people actually feel, Raggedy Ann fans the flame of hope that is such a necessary part of the healing process."

*Michael B. Fisher, M.D., Nephrology*

"This past February I was in the hospital - scared, lonely and very ill. Raggedy Ann came into my room and spent much time with me. She helped to quiet me down and to reassure me that I was going to be fine."

*a heart patient*

"I was afraid that I could be spending the rest of my life in a wheelchair. Raggedy Ann helped me, in my despair, to find a ray of hope. Her unconditional love in my darkest hour, carried me through."

*a patient paralyzed in an auto accident*

"We have more residents than ever with dementia, who do not make sense. But they can communicate with Raggedy Ann, even if it's only with body language. And that's what is wonderful - they are being validated. Raggedy connects directly with each person."

*Ann Katz, Activities Director, Vista  
Del Monte*

"When our residents receive a visit from Raggedy Ann, amazing changes take place. Residents who are lethargic perk up and smile. Those who are withdrawn decide to go for a walk with Raggedy Ann. Residents who are bedridden feel loved and cared for by the remarkable skills of active listening, the smiles and personal attention that Raggedys give so freely."

*Suzanne Hollrah, Resident Service  
Director*

"Raggedy Ann & Andy are fulfilling one precious, irreplaceable slice of this need (for tender loving care) in a well thought out, discrete, highly sensitive manner. The Raggedys provide an opportunity for some patients that no other person or program can fulfill. The Raggedys also imbue the professional staffs with some of the much needed love and satisfaction they need along the way."

*John M. Ackerman, M.D., Psychiatry*

"What I particularly appreciate about Raggedy Ann & Andy volunteers is that they are so well trained. They respect the privacy of the patients and are courteous to every one they meet. It's essential that volunteers have respect for the medical environment and for the patients, who are usually feeling vulnerable. Raggedys do this so well, and so consistently."

*Anna Bissell, R.N., Director of  
Nursing, Oncology,*

"Raggedy Ann became a special part of the last month of my mother's life which was spent on the sixth floor of Cottage Hospital. At a time when neither my family

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nor my sister's family could be with my  
parents Raggedy Ann spent time with them  
both, a ministry I especially appreciate  
because I could not be there. I do not  
have the words to express what Raggedy  
Ann's caring attention means to us."  
*a daughter of a terminal cancer patient*

*over...*

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"I applaud your efforts to teach volunteers how to interact with people who are suffering... I did view the video and the program is obviously a labor of love on your part... I am sharing your work with my staff, especially those involved in finding ways for young people to serve their community and fellow citizens."

*Colin L. Powell, General, U.S. Army  
(Ret.)*

*Chairman, America's Promise*

*Elizabeth Wu, Management Development*

"As I reflect on the widespread need in our frantic, fractured society for people with a healing touch, I cherish a fervent hope that this resource will become available to the countless people who could use it to learn how to enhance their caring attitudes and skills."

*Howard Clinebell, Ph.D., Emeritus  
Professor*

*Claremont School of Theology*

*Pastoral Psychology & Counseling*

"The best educational resource I have ever seen for teaching compassion. It's inspiring, and shows exactly how to give the psychosocial support that patients need. Everyone in the health professions should see this video."

*Professor Paula Yurkanis Bruice,  
Advisor*

*University of California, Santa Barbara*

*Health Professions Association*

"An artistic and uplifting video that gives us the tools to enhance the lives of those who are suffering, from whatever cause."

*Robert A. Reid, M.D., President  
California Medical Association*

"Your video touches both the head and the heart. It flows and the teaching points are made so naturally. I cried at several places. Thank you for an effective and beautiful video."

## Comments on the *Communicating With Compassion* Video

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"I was impressed by how the film spoke to such a wide variety of people. Students and nurses aids easily understand the material, yet medical doctors also find it valuable."

*Dr. Richard Brand, Assistant Dean  
Washington University School of  
Medicine*

*Volunteers, Hospice Services of Santa  
Barbara*

over...

"Anyone who wants to increase their ability to communicate with compassion, empathy and caring, will benefit from this video. *Communicating with Compassion* is a special blend of practical know-how and sensitivity to the unique needs of individuals who are ill. It is a "must see" for all health care providers."

*Judith G. Berg, R.N., Senior Vice  
President,*

*Cottage Health System*

"*Communicating with Compassion* is by far the best teaching tool I could use in the area of listening and communication skills. Thank you for your great effort to teach us all that compassion is the key element to a healing encounter."

*Dana VanderMey, R.N.,  
Supervisor of Parish Nursing  
Saint Francis Medical Center*

"A genuinely touching piece of work - it goes right to the heart. I have all staff view it on a regular basis and prn in times of stress or despair. This video is a powerful reminder of the human component in patient care."

*Liz Duffy, R.N., Nurse Manager  
Medical Intensive Care Unit  
Reading Hospital and Medical Center*

"When I saw *Communicating with Compassion* it was love at first sight. I use it with new trainees and at monthly in-service meetings. This video is an education for the heart as well as the head."

*Timothy Larson, Coordinator of*