



Executive Office  
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Miami, FL 33136

www.JacksonHealth.org  
305-585-6754

February 1, 2018

Miami, Fla.

Dear Ms.

I was so touched to hear about the positive experience our team was able to provide for you at Jackson Memorial Hospital and Jackson Rehabilitation Hospital, and I'm moved that you took the time to reach out. Your story is incredibly dramatic!

We have exceptionally high expectations for both patient care and the customer service treatment that all of our visitors receive. It's so reassuring to hear that you have such warm feelings about your time with us, and I'll be sure to share your story with our leadership team.

Since I arrived at Jackson nearly seven years ago, I've been overwhelmed by the professional expertise and personal compassion that our caregivers show for our customers. World-class physicians like Eric Peterson, Jacques Morcos, Gemayaret Alvarez, Audina Berrocal, and Aldrich Chan and healthcare stars like Susan Ireland, Maria Ines Oliveira, Violet Rhagnanan-Kramer, Fiona Harre, Claudine Bernier, Felicia Betty, Marie Cordero, Gus Falcon, Signey Hernandez, Claudia Aguila-Stohr, Carine Cemelfort, and their colleagues across Jackson the University of Miami all routinely make miracles. It's gratifying to hear that they were all so responsive to your individual needs.

You may know that Jackson is in the middle of a major transformation that includes our programs, our facilities, and our service. We want every one of our taxpayer-owners to be proud of Jackson as one of Miami-Dade County's great institutions.

I hope you are feeling great. Please feel free to reach out to us in the future, and I hope you'll let us continue serving your wellness needs.

Sincerely,

Carlos A. Migoya  
President & Chief Executive Officer

c: Dr. Edward Abraham, Interim Chief Executive Officer, University of Miami Health System  
Don Steigman, Executive Vice President & Chief Operating Officer  
Dr. Peter Paige, Executive VP & Chief Medical Officer  
Dr. David Zambrana, Senior VP & Chief Executive Officer, Jackson Memorial Hospital  
Greg Jackson, VP & Chief Executive Officer, Jackson Rehabilitation Hospital  
Dr. Carol Biggs, Chief Nursing Officer, Jackson Memorial Hospital  
Hamilton Clark, Chief Operating Officer, Jackson Memorial Hospital  
Dr. Shkelzen Hoxhaj, Chief Medical Officer, Jackson Memorial Hospital  
Darryl Caulton, Chief Financial Officer, Jackson Memorial Hospital  
Brenda Cain, Associate VP, Rehabilitation  
Dr. Allan Levi, Chief of Neurological Surgery  
Dr. Eduardo Alfonso, Chief of Ophthalmology  
Dr. Robert Irwin, Interim Chief of Physical Medicine & Rehabilitation  
Dr. Eric Peterson, Neurological Surgery  
Dr. Jacques Morcos, Neurological Surgery  
Dr. Gemayaret Alvarez Gonzalez, Physical Medicine & Rehabilitation  
Dr. Audina Berrocal, Ophthalmology  
Dr. Aldrich Chan, Psychiatry  
Laura Harris, Director, Critical Care  
Carmen Sierra, Director, Professional Practice  
Susan Lewis, Director, Central Staffing and Patient Placement Center  
Nancy Castillo, Associate Director, Rehabilitation Administration  
John Massa, Chief of Speech Language Pathology  
Violet Rhagnanan-Kramer, Nurse Manager, Neurosurgical Intensive Care Unit  
Marie Cordero, Associate Nurse Manager, NSICU  
Carine Cemelfort, Nurse Manager  
Gisela Aguila-Puentes, Clinical Psychology  
Susan Ireland, Neuropsychology  
Maria Ines Oliveira, ARNP, Jackson Memorial Hospital  
Claudine Bernier, Clinical Staff Nurse, NSICU  
Fiona Harre, Clinical Staff Nurse, NSICU  
Felicia Betty, Clinical Staff Nurse, Trauma Intensive Care  
Signey Hernandez, Rehab Intake Coordinator  
Claudia Aguila-Stohr, Speech and Hearing Clinician

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