

Dear Dr. Taavoni,

My family and I want to express our gratitude for Erin Lafferty, NP. She took amazing care of my mother-in-law in her last few weeks of life and was a great source of support for our family.

A couple weeks before Monique passed away, my husband and I who live in California took over medical decision making for Monique while my brother-in-law who lives locally was traveling. Erin took the time to talk to me extensively by phone about what was happening with Monique. I felt so much better after talking with her and knowing she was there to help our family.

Erin understood and was extremely supportive of our family's wishes for Monique to receive only comfort care and ordered a hospice referral. When the first hospice nurse to evaluate Monique (mistakenly) did not qualify her for hospice, Erin steadfastly advocated on Monique's behalf and we were able to get a second evaluation which enabled her to qualify for the hospice services that she certainly was due (She died 10 days after going on hospice).

When we learned how significantly and quickly Monique was declining, my husband, daughter, and I came out from California to spend time with her. We were able to schedule a visit for Monique with Erin and when we saw her in person, it felt almost like meeting an old, trusted friend. She agreed to come and see Monique weekly for as long as we needed her to. She told us with sincerity that Monique was really important to her.

As Monique continued to decline, Erin was so accessible to us and was so helpful with putting in new orders as soon as we needed them. Erin's clinical expertise and responsiveness were integral to the very peaceful passing that Monique had and the peace of mind that our family experienced knowing we had this level of support from her.

The day Monique passed we were back in California. Erin visited her early that morning and sent us a detailed email of how she was doing, including both the medical information and describing how peaceful Monique was and the quietness, and peacefulness that was present in her room. This message was so helpful and I was able to forward it to our close family members so they would understand both how close she was to passing and how peaceful she was, too. I also was able to forward it to the hospice team and the social worker, who had been fully booked with patients, also understood from Erin's message who close to passing Monique was, and made time to come and see her and arranged for a volunteer to come as well. My brother-in-law who lives in Durham was out of town that day and we were in California. Knowing none of us could be present, the hospice team really rallied to support us/ Monique and the volunteer even came back a second time that day. It was during the volunteer's second visit that Monique peacefully passed. Erin's message provided an essential link for all of us to understand Monique's status of being close to transitioning and to get the support that was so valuable to Monique and our family.

My family and I are so grateful to Erin for going above and beyond in her level of support and responsiveness and we deeply appreciate it. We are so grateful for your organization which makes gentle home medical care accessible to end of life patients.

Beth and Joel Dubois