

*Referring E-624-19

Dear Mr. Courtney Gray: Illinois Health
Services Board,

My name is Edward MacMahon
Southwest Side of Chicago, in the 19th Ward
Park Neighborhood. I live about 10 minutes
South Hospital, and that turned out to
be me.

On August 5th, 2018, I opened the
to invite guests in to the barbecue
came early to help prepare. I had a friend
opened the door. My face contacted ~~as~~
was gobble gook, though I could under-
stand. My friends quickly got me to the
MetroSouth. I live on Longwood Drive.

cut to 119th Street. We were familiar
because my family physician is at the Dana
Blue Island, right across the street.

The emergency room is open 24/7
occurred on a Sunday. I was fortunate
nond quickly and the nurses, doctors, etc.
were well-prepared to help me. They
to determine what had happened to me and
The other important part to me is that Corde
on the Medical Board and so the medical board

at the hospital for about 2 1/2 days.
was quiet, suggestive and I felt sorry
that they were doing the right thing.
It stands now, I am actually very
grateful because the tests administered
with helped determine causes and the
then determined what could be done to
these issues. The doctors, the nurses,
if, my friends have all been key to
with them around and I am very grateful.
A more practical note, Metro South
is the closest hospital from the
park neighborhood and likely parts of
surgery. They are right along the highway.
Other hand, Little Company of Mary
used to be close but is sitting on
four four blocks from busy Western
at Morgan Park and Mary. Beverly it is
have to get passed. There is also a
train track that runs at odd hours between and
across 13th Street at about 200 West
of all traffic. BIG problem.
We are NO other hospitals with the
is connected to Metro South near us.

Park and the Pullman area of Chicago. If
it is likely that not only can well fact to
appropriately. It is also possible that in
cases ^{may} not make it to Emergency Room
keep them alive and hopefully recovering.

I am making a copy of this long
myself and another copy of the letter,
O'Hara, the Pth Ward Alderman. He is
responsible leader, and is likely you
know more about why less I could
be available to his constituents in.

Please keep the Metro South Hospital
that is can continue to serve underserved
If improvements need to be made, sug
allow them to get resources - do not do
Thank you for your time and efforts

Sincerely,

Patrick MacMahon
10829 S. Longwood Drive
Chicago, Illinois 60643
(773) 575-1550

1. The first step is to identify the problem.

2. The second step is to define the problem.

3. The third step is to analyze the problem.

4. The fourth step is to generate solutions.

5. The fifth step is to evaluate the solutions.

6. The sixth step is to implement the solution.

7. The seventh step is to monitor the solution.

8. The eighth step is to evaluate the results.

9. The ninth step is to document the process.

10. The tenth step is to share the results.

11. The eleventh step is to reflect on the experience.

12. The twelfth step is to learn from the experience.

13. The thirteenth step is to apply the lessons learned.

14. The fourteenth step is to continue to improve.

15. The fifteenth step is to achieve the goal.

16. The sixteenth step is to celebrate the success.

17. The seventeenth step is to share the success.

18. The eighteenth step is to reflect on the journey.

19. The nineteenth step is to learn from the journey.

20. The twentieth step is to apply the lessons learned.

21. The twenty-first step is to continue to improve.

22. The twenty-second step is to achieve the goal.

23. The twenty-third step is to celebrate the success.

24. The twenty-fourth step is to share the success.

25. The twenty-fifth step is to reflect on the journey.