

CEO NEWS & VIEWS



Dear Colleagues:

Last week was a tough week for me personally when I learned that my mentor had passed away. He was 81 years old and had not been well for some time, but it was still a tough loss. On my trip to and from New Haven, I had a lot of time to reflect and think about him in particular, but also about the role mentors play in our lives.

He was a great teacher, and even in my current position I still felt his guidance and support as much as I did when I was just getting started. He was the little voice whispering in my ear when I made decisions; the one who taught me what it meant to be tough when things weren't going well; the first one to celebrate when something went really well; and the one who reminded me constantly that one's passion for work can take him or her a long way.

But he was a character who loved and valued the people around him and displayed a great deal of passion. I always thought of him being very "Joycean" – like the 20th century literary master, he was a good Irishman; somewhat eccentric; and a very proficient communicator who knew just how to use the English language! He was always pushing the verbal envelope and making those around him think in ways that sometimes left the forehead tense and other times left people wondering "what the heck?" But I always felt lucky—lucky to have him as my friend and my mentor; and lucky to learn from him.

Do me a favor...I want you to think about your life to this point and recall the teachers and mentors who have been important to you. Ask yourself where would you be today without their guidance and concern. Would you have done half as well? Would you have had as much fun?

Then call them, thank them, and let them know what they've done for you.

Mis-steps...My unexpected journey east last week forced me to miss the kickoff for Step into Gear—but it didn't stop me from counting! We have 1,000 people participating in this round and while that is great, I wish all 4,000+ employees were participating. It's so easy, yet so important.

It's May so I thought it might be a good time to check in with all of you on how you are doing with your New Year's resolutions. Remember those? The little promises we make to ourselves each year to eat less, exercise more, quit smoking, spend more time with family? You remember!

My resolutions this year were tied to my own mental and physical health. You may recall I wanted to rest more, stress less, and breathe—not just in and out but deeply! And I wanted to spend more time hiking. Like so many people, I have had the best of intentions but then life happens (and new buildings start to go up and parking becomes more challenging and I have to travel and...). But I *have* made some progress. My Health Risk Assessment and biometric testing gave me some very

good digital information to deal with my insomnia; I've been trying to take a couple of minutes out of some very busy days to really focus on my breathing; and the hiking—well, if spring ever comes, I'll be ready!

How are you doing with your resolutions?

Walk this way...Monday, approximately 135 managers, directors, vice presidents, and yours truly got an opportunity to get an extra 2,000 steps a day when we moved to the Henderson Parking Garage. You will recall that we did this to help ease some of the parking challenges we have faced since starting construction.

As I was reminded by Tony Ruiz the other day, it sure was a lot easier to build a hospital when there were only some foxes and squirrels running around! Building in and around an existing facility like we have is extremely challenging. It's difficult on each of you and particularly tough for our patients.

As all of you know, parking has been especially challenging this time around. The good news is that we have an abundance of patients. The bad news is most of them arrive in cars! While we are hopeful that we're making good progress with our patient parking issues, we need to be vigilant and understanding in the coming weeks and months. We will continue to tweak our parking strategies, make the necessary changes and improvements to the plan and be flexible. Remember, our patients are our most precious assets.

YOU make it possible...Despite the fact that we are all pretty busy and probably a little stressed, I do hope you can find a few minutes next week to let the senior management team say thank you! We will celebrate our second annual "People Make it Possible" week, starting Monday with a coffee break. And you will not want to miss UCH Idol on Thursday; there will be a very special performance by your CEO and vice presidents. Please, no videotaping – I can't take going viral at this point!

Check the Hub and the *Insider* for the complete schedule. In case I don't see you at one of the celebrations next week, please know that the entire senior management team joins me in thanking you and saluting you for the work you do on behalf of our patients and their families, as well as each other!

Happy Mother's Day!

Have a great week,

Bruce

Your feedback is important, so if there's something on your mind, write to me at talktome@uch.edu