

**Covenant HealthCare**

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Extraordinary care for every generation.



OUR PATIENTS

January 28, 2016

Covenant Team,

As we move the organization toward being Patient-Centric, we want a way to emphasize relentless action. Many people have asked me “what is relentless action?” To which I am excited to announce the opening/creation of the Office of Performance Improvement.

A culture of continuous performance improvement will be that “relentless action” toward providing the highest quality, lowest cost, safest care for our patients. Over time there will be a variety of resources we will implement to support the culture of continuous improvement. One of these resources is an arrangement with Simpler, a lean healthcare consulting group who will be our onsite coaches partnering with us in our transformation. This partnership will begin next month, and you will hear more details as the project unfolds. This is a long-term culture shift that won’t happen overnight, but I truly believe Covenant HealthCare will be a better health system because of it and our patients will benefit greatly.

The Office of Performance Improvement will include an organizational change that will impact the reporting structure of the Patient Safety and Quality department. Moving forward, the Patient Safety & Quality department will report to the Office of Performance Improvement, which in turn will report directly to myself as the CEO.

I am also pleased to announce that Michael Sullivan, MD, MBA has accepted the role of Chief Transformation Officer and will be overseeing the Office of Performance Improvement. Dr. Sullivan will be leading our relentless action and process improvement charge but we will all play a vital role in this transformation. It will take all of us to be engaged.

Most recently, Dr. Sullivan served as our Chief Medical Quality and Informatics Officer where he worked with physicians and staff on a variety of quality and information technology initiatives. He has been with Covenant in this role since 2013 and brings with him a depth of knowledge in patient safety and high reliability initiatives. He has many years as a respected vascular surgeon and a passion for Covenant to be the best it can be.

I hope that you will find ways to embrace these exciting changes in our organization. It’s our mission to provide extraordinary care for every generation. If you have questions about any of the above, please feel free to ask myself or Dr. Sullivan.

Sincerely,

Ed Bruff  
President & CEO