

September 29, 2011

Dear Friends and Colleagues,

Tomorrow marks the departure of two professionals, whose careers have had a profoundly positive affect on NCH.

Susan Wolff migrated from banking to a uniquely successful career in healthcare information technology. **Brian Settle** started in healthcare and rose through the ranks to lead Human Resources at NCH for more than a decade.

The departures of Susan and Brian are bittersweet. We are delighted that both are excited about life after NCH, but sad to see them go. Both have accomplished much during their long tenures with us.

- Over the past 22 years, among many other achievements, Susan Wolff spearheaded our migration to a highly-integrated healthcare system. Thanks largely to her stellar efforts, NCH will be receiving government support for “*meaningful use*” of the electronic health record this year. We have already attained designation as level 6 on a scale of 7 from the Healthcare Information and Management Systems Society (HIMSS), which places us among the top 200 systems in America. Susan also has had much to do with our successful partnership with Cerner Corporation, our information technology provider, as we forged a widely-admired partnership model. Susan has also assisted Moorings Park and the Neighborhood Health Clinic with their of their information technology efforts.
- Brian Settle has been a steadying influence during often-hectic times over these past 11 years at NCH, and has served in the healthcare human resources profession for 32 years. He has been a Board member of the Naples Area Chamber of Commerce and President of the Southwest Florida Workforce Development Board. The NCH school nurse program has flourished due to Brian’s steadfast support. He has also been instrumental in the growth and development of the Bear’s Den Daycare Program. Brian has been a leader in our partnership with 400 Anchor Health Group employees, and he has worked tirelessly to improve our health plan so that all of us may realize better outcomes. This health plan has already saved lives by encouraging early detection of potentially fatal conditions and changing the course of many chronic illnesses for our colleagues and families.

Filling the shoes of these two outstanding colleagues will not be easy, but we are actively recruiting. We owe Susan and Brian a large debt of gratitude. Please join me in wishing both of them the very best of times as they begin new chapters in their lives.

As we say goodbye to Susan and Brian, we welcome **Zach Bostock** as Chief Administrative Officer for the NCH Healthcare Group, responsible for developing our 67-physician and 20-nurse practitioner and physician assistant practice. Zach joins us from Louisville, where he served as Chief Operating Officer of a formidable 300-physician integrated practice.

The addition of Zack is emblematic of the fact that NCH continues to grow and prosper and add superior talent, even as some of our longstanding contributors retire. We continue to serve our cherished community with the highest quality of healthcare. And that’s a reality that will never change.

Respectfully,



Allen S. Weiss, M.D., President and CEO

P.S. Feel free to share *Straight Talk* by emailing me at allen.weiss@nchmd.org to be added; and join us on Facebook at www.facebook.com/nchflorida.