

# Straight Talk

A weekly update from management on the issues that matter most



December 6, 2012

Dear Friends and Colleagues,

As we approach the end of another year of improvement for NCH Healthcare System, it makes sense to pause for a moment to consider who we are and what we do. Teams of colleagues have contributed, culminating in our *vision*, *mission*, and *core values*.

NCH is the largest non-governmental institution in Collier County. Striving to be a world-class leader of excellence in healthcare is our *vision*. Helping everyone live a longer, happier, and healthier life is our *mission*. Our culture embraces seven *core values*.

- **Stewardship.** We take pride in all that we do and take ownership of our resources
- **Equality.** We acknowledge and value each person, recognizing and celebrating diversity to enrich our organization.
- **Respect.** We treat all individuals within our community, including colleagues, patients, and their families with dignity.
- **Value.** We value teamwork, building on individual ideas and talents in a collaborative environment.
- **Integrity.** We adhere to the highest ethical standards and take personal responsibility in all that we do.
- **Compassion.** We provide excellent care with empathy, respect and sensitivity, nurturing the mind, body, and spirit.
- **Excellence.** We devote ourselves to delivering the highest quality in clinical and service outcomes.

**Stewardship. Equality. Respect. Value. Integrity. Compassion. Excellence.** It is no coincidence that the initials of these seven core values, which have served NCH since its birth 57 years ago, spell “*SERVICE*.” That is the essence of what we stand for—delivering quality *service* to ensure that every patient experience is an excellent one.

To ensure that we deliver that level of service, NCH must be driven by a high sense of professionalism that places the interest of the patient ahead of our own. Our commitment is based on the firm belief that when you do the right thing often enough, you get the right result.

Our dedicated 21-member NCH Board has consistently directed the leadership team and all of our 4,000 colleagues, 650 physicians, and 1,200 volunteers to be ethically bound by the spirit and meaning of the Hippocratic Oath: *First, do no harm*.

No individual or institution is perfect. And certainly NCH remains on a never-ending journey to strive constantly for better clinical quality and easier access for all, while lowering costs for payers, patients and the community we serve. But we can all be proud to say that as far as that journey goes, “*so far, so good*.”

Finally, I am saddened to report that Bill Dalton, husband of former NCH Board Member Sue Dalton, died last week. Both of the Daltons have been wonderful supporters of NCH and the founders of the *Garden of Hope and Courage* on the downtown campus. Bill was a giant in the broadcasting industry and provided long-standing leadership and generosity to local charities fortunate to have his support. Sue chaired the Board’s Marketing Committee and played a major role in the creation of “*This Is My Hospital*.” The oncology unit of NCH is a primary beneficiary of the Daltons’ largesse. We are grateful to them both, and we extend deepest sympathies to Sue and the Dalton family. We will miss our friend Bill.

Respectfully,

A handwritten signature in blue ink that reads "Allen".

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

P.S. Feel free to share *Straight Talk* and ask anyone to email me at [allen.weiss@nchmd.org](mailto:allen.weiss@nchmd.org) to be added.