

The Power of Thinking

NMH Leadership Letter

Dear Leaders,

WOW! I've just been online at the NMH Intranet after receiving word that you're about to hit 1000 Implemented Ideas. What a treat it was, looking in at the nursery of new thinking at all these beautiful babies. As I looked through the list of implementations I was struck with the enormity of this creative work. It truly is an avalanche of change. In the avalanche are some mighty boulders as well as lots of smaller stuff, but all of it contributing to a roaring force of change.

I especially liked the smaller changes, tweaks, and slight improvements. I've long been a proponent of the Small Win in management. As Lombardi noted, you see very few 100 yard runs in football, mostly it's a game of "three yards and a cloud of dust." I love the small gains we're making, because with so many of them they truly mount up to something pretty wonderful.

I couldn't help wondering about the people who brought all this to the table. They were probably rushed to do other work. Not everyone around them may have been entirely supportive (something that is changing), and yet they took the risk, and put forward their fine thinking and helping hand. They were accountable, and they counted. They made things better.

We are all here to change the *status quo*, Latin for "state in which" we find ourselves. We are here to become the *status excellentia*, Latin for "state of excellence."

A friend emailed me yesterday:

While in China I had a medical emergency (a cancer) and I didn't want to be treated in a Chinese hospital. So I came home. I've been undergoing tests at Mayo that took over a week. Now I finally have a verdict—laser surgery, but I have to wait until the 24th of this month. I don't question the expertise of the doctor, but in my opinion the healthcare management system really sucks. Anyway, I wanted you to know that I'm back.

Our customers need what we do so badly they would fly half way around the world to get it, but then report that it needs some work—what a blend of messages! When the day comes that family or friend are in need of what we do, we can rest easy knowing that we did all we could to move healthcare to the next level.

Finally, we just celebrated Mother's Day. As you lead, simply follow what she would want you to do.

Brother Clay



