



MANAGEMENT HOUSE™

A Division of Beta Group, Ltd.

Raising Standards In American Healthcare

September 2005

Dear NMH Leaders,

I truly am amazed at what's coming down at NMH. Tom visited with me about his positive board reception to your unanimous recommendation to proceed to Gold Standard Care, and their additional guidance to pursue the Baldrige. Talk about everybody being on the same page!

In our October session we're going to look at how we put all the pieces together: Customer, Colleague, Process Improvement. So much change has been accomplished; so much more yet to come. To help us get the picture one topic will be Productivity, obtained by correctly assembling all the pieces of managing we've discussed this year. And we'll think through the topic of Building a Winning Team, a look at how championship sports teams function.

You, Tom, the board, made a decision to be a winning team. That means championship caliber play.

Will there be life after TUL? You bet! Following Session 6 there will be a Retargeting Conference for Execs, MAC, and BHAG'ers, final list to be decided. The purpose: to map out where Starship NMH boldly goes next year. There will be continuous improvement, and there will be continuity of purpose. Only the TUL booster falls away as you ignite your second stage.

So enjoy your pre session assignments. And think through what yet needs to be done as there is going to be a lot of discussion opportunity.

Best regards,

Brother Clay

Action. This day.

*—Churchill's standard
ending on all wartime
correspondence.*

2004 Inductee
Healthcare Management
Hall of Fame