



Dear Tanner Clinic family,

September 2021

Happy Fall! We hope you had a great summer with your family. Hard to believe how far we have come since last year. COVID is challenging and we are grateful to have made progress. Who would have thought trying to get a vaccine would be the highlight of the year. Thank you all for your sacrifice. Because of your sacrifice and hard work the clinic is successful.

Giving great medical care is a team sport and every member of the team is important. Understanding this is what makes treating our partners, colleagues, and employees with respect so important. Our goal for the coming years is to unify the clinic. We need to break down barriers. It is not doctors versus administrators. It is not MAs versus receptionists. It is not appointments versus insurance. Or proceduralists versus primary care. It's all of us together. We are on the same team. We do well, but we can do better. We are good, but we can be better and try harder.

We often hear "don't worry about the bad visit; that was just a difficult patient." That is no excuse. To be great at patient-centered care, we have to treat even the difficult patients with compassion, courtesy, and respect. We have a sacred trust. Our patients trust us with their moms, they trust us with their brothers and sisters, and they trust us with Grandpa and with Grandma. They trust us to help get new arrivals here safely, and take care of them once they do. Patients trust us with their physical, mental, and emotional health.

What we hear often from our patients at the clinic is that at Tanner "we get this". We get that it is about people and trust, not just about POP Health, or NextGen or statistics or video screens or schedules or, heaven forbid, money. Those are subsets to the end goal – patient care.

We invite all of you to join us in an effort to refocus on the patients and their needs. The motto for the rest of the year is "Great experience; every patient, every time". Every phone call, every insurance inquiry, every appointment made is important. Good is not the goal. A great experience is the goal. We also invite you to share your thoughts on what we, together, can do to accomplish our goal. The good news is we don't have much more to do. This is the norm at Tanner. Now we just have to step it up a little and make it happen all the time, not just most of the time.

I personally feel very grateful to work at a company that focuses on the patient. If we continue this unified focus, all the other issues we face will be resolved. Please join me in this goal.

Thank you for all you do to help our patients. Thank you for your dedication and commitment. YOU are Tanner Clinic.

Dr. Steve Meek, CEO