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You are welcome to reply to:

CEO@nhs-healthlink.org

– or –

CEO/PRESIDENT'S OFC in Meditech

October 26, 2009

To: All NHC Employees and Volunteers
Members of the Medical Staff
NHS Directors

As this is my first CEO message, I would like to begin by thanking you for welcoming me to Northeast Health System. I have met many of you over the past couple of weeks and I look forward to meeting many more in the weeks to come. During the interview process, I quickly learned that this was a vibrant and dynamic organization and I am grateful for the opportunity to be a part of it.

Recently, I sat down with two local newspapers for interviews. I believe that the stories that resulted were fair and balanced and I would encourage you to read them if you have not already done so. As I said to the media, and through them to the larger North Shore community, I was attracted to NHS because it afforded me an opportunity to return to Massachusetts to build a strong and durable future for a highly regarded community-based health care delivery system. It became quite apparent to me that our System's development of a broad-based continuum of care should enable it to better meet the changing health care needs of the North Shore communities, close to home. The Board of Directors and the medical staff leadership are committed to clinical and service excellence and in exploring new opportunities and relationships which will ensure such excellence.

With that being said, however, we must not be satisfied with the status quo. Our primary goal must be continued growth; reaching a certain critical mass is a requirement of any successful organization in health care today and NHS is no different.

Achieving this goal will not be easy. We exist in an extraordinarily competitive and tough economic environment that requires continued financial prudence and the constant employment of cost saving methods. In order to continue to meet our moral obligation to serve the communities of the North Shore, we will consider all of our options including an examination of the merit of establishing new external relationships.

Ultimately, the key to any successful organization achieving its goals lies in its core values. Ours run deep and require that we conduct business in an open, honest and transparent way; that we act with integrity and compassion at all times; that we treat everyone with dignity; and that we always strive to do the right thing.

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I can assure you that we will never shy away from making difficult decisions, and I can also assure you that we will always act in the best interest of this organization with deliberate care after engaging in a full, fair and honest debate. No one should fear dissent; all should be free to speak their minds in a respectful and responsible way. We are one cohesive unit and we must support one another because, as you have heard before, we are all in this together.

Thank you again for welcoming me into the Northeast Health System family. I am very happy to be here. I look forward to working with you to continue to preserve and grow this vital community institution.

Ken Hanover