

# **James L. Holly, M.D.**

## **Deeply Appreciate of Your Guide**

Several things about your note, Yanli, challenge me. First, your fear that your English is not good overlooks the fact that I have no skills in your language at all, much to my regret. Your communications are always welcome and are always encouraging.

Second, your question about whether I can pick you out of the attached picture makes me afraid of embarrassing myself. I think I can, but I hasten to say that my memory of you is far more than facial recognition. I remember your kindness in addressing me as “grandpa,” a term of endearment in your country. Being a “grandpa” to eight grandchildren, I was happy to receive you into my family. My memory of you is your winsome smile and personality, and your enthusiasm for healthcare improvement. You are more than a face to me.

Finally, your generosity in associating some of your improvement with SETMA’s contribution is kind. I have highlighted to reference to SETMA below. More than financial success, your affirmation of us gives credibility to our 44 years of effort to create a learning organizations which can practice excellent medicine and which can encourage and support others in the same effort.

Please never feel that I read your correspondence as a language teacher. I read them as an admiring friend and as one who has valued and even cherished the opportunity to know you personally as a human being, as a healthcare executive, as a friend and as a representative of China.

To me, one of the great reward of your visits and our communication is that now when I view China on a globe, or when I hear of China in the news, I think of you and your colleagues – my friends – who will forever represent China to me.

Thank you for your note, your friendship and for keeping us abreast of your growth and development in healthcare transformation. I look forward to continuing to know how you are and how your work is going. Thank you for writing. I hope the day will come when we see one another again in person.

I shall always be grateful to Dr. Paul Grundy for introducing us.

Sincerely,

James (Larry) Holly, M.D.  
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**From:**  
**Sent:** Friday, June 16, 2017 3:46 AM  
**To:** James L. Holly  
**Subject:** deeply appreciate of your guide

My dear grandpa

I'm sorry for no contact with you just because of my poor english.

In the past 6 months, my innovation team do a lot of transformation with primary care and implementing the new model to all 13 community health service centers(CHSC) by TLC. We have choosed 3 parts of improving PCMH team's ability to provide the integrated primary care.They are change the mentality,quality health care by using EBM, efficent and collabrative team work. We find 5 ideas and do learing session 1 last month. It's very effective, 26 teams from 13 CHSCs are all activited. They creat many good PDSA and do it in action peried 1.

In the quality part,we emphased how data is important.ALL team now use data to guide their improvement. **We are deeply learned how to use data and it's all because of your guide.Thank you very much ,and we all miss you.** (emphasis added) So I sent a picture taked in LS1,can you recognize me? Hope to see you again.

your sincerely Yanli

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