

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

**From:** Michael Fasher

**Date:** March 22, 2015 at 5:03:12 PM EDT

**To:** James L. Holly

**Subject: RE: Quality metrics to be fulfilled incidental to excellent care and not as the intention of care**

Dear Larry

I know I speak for all of us in thanking you and your team for your investment of time, financial and human resource in what for us was a horizon expanding and inspiring experience. Your technological expertise was no less breathtaking than the warmth of the relationships you so quickly facilitated between each of us and yourself and the outstanding individuals that make up that part of your team we were so privileged to meet.

We need time to reflect on the huge panorama that has opened up as a result of viewing the world from that mountain peak, Mt SETMA.

With trepidation I contemplate the need to be up - reading and writing -

like you at 4 am. For today I will reflect on ...

"Quality metrics have made us better healthcare providers. The public reporting of our performance of those metrics has made us better clinician/scientist. But what makes us better healthcare providers is our caring for people."

We recognise that the only way we can truly thank you is ..."" continued dialogue will stimulate both/[all] of us to excellence and to the transforming of health care delivery"

Yours in astonishment and delight

On behalf of the Team

from Down Under My

regards

Michael

Michael Fasher General Practitioner  
Adjunct Associate Professor University of Sydney  
Conjoint Associate Professor University of Western Sydney