

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

### **Letter from Participant in the Primary Care Center Leadership Meeting May 5, 2014**

May 1, 2014

Dear Dr Holly,

I am beyond thrilled to have the opportunity to spend an evening learning from you. Someone said to me recently, "There is no one sicker than the health care system." Your work inspires those of us across the nation fighting daily to help lead our health care system in general, and primary care in particular, out of the darkness for the sake of our patients, our communities, and society.

I came to UT Medicine from the Army. I spent my entire health care career in the military health system until now. As you no doubt know, the MHS has been working to transform from a health care system to a system for health for several years now - and they have made some remarkable progress. I learned so very much "growing up" in that system about quality, data, governance, metrics, workflow, leadership, change management, and so much more. It was a phenomenal education.

I came to UT to apply that knowledge and my personal passion for patient centered primary care to help a different segment of my community. I arrived and saw opportunity everywhere I looked, and I was excited to apply whatever talents I could muster to help propel UT Medicine into the 21st century of health care. It has been a tremendous learning experience for me so far, fraught with challenges I anticipated and many I never imagined. It has me questioning everything I ever thought I understood about being a leader.

There are days when I want to throw in the towel. Then I think about change leaders like you and I look around me and think, "If not me, then who? If I am not part of the solution, then I am part of the problem". And I saddle up and ride another day!

Thank you for all of the information you sent along. I have been studying it and sharing it with others. I particularly appreciated your challenge to the Joint Commission this morning. My perspective on TJC has changed over the years, and I think their approach has evolved (in the

right direction). However, they still have an opportunity to help transform the industry through better support for sustainable transformation as you so eloquently outlined. I will say that I never thought I would miss TJC as much as I do, now that I am part of an organization with no external regulating body for quality of any kind.

Congratulations on your award from the PCPCC! Well-deserved, and yet more opportunity to spread the SETMA goodness far and wide.

Looking forward to meeting you, Sir.

Best regards,