

# Physician MEMO

To | All Medical Staff  
From | Carl S. Armato, Chief Operating Officer for Novant Health  
Date | September 20, 2011  
Re | Feedback Session: Monday, October 17<sup>th</sup> at 6:30pm

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As you know, Novant Health and our physician partners are committed to delivering a remarkable patient experience, in every dimension, every time. Our support of that goal is unwavering. The executive team and I have been talking about the vision for years, but now we want to take time to listen. We want to hear how it's really going for every level of the organization. We also want to hear your stories about the remarkable patient experience. How you see us delivering on our vision and what the remarkable patient experience means to you.

In order for us to get this information, I will be hosting feedback sessions this fall at each of our Novant hospitals and primary corporate offices. We want to take this opportunity to hear from employees, physicians, leaders, governing boards and patients about the remarkable patient experience. I will ask a few questions at each of these sessions and members of our executive team will join me to hear the responses. As we continue on our journey to deliver a remarkable patient experience, this is an opportunity for the executive team to take stock on what's working best and what we may need to change to ensure we are delivering on our vision, in every dimension, every time.

Please allow this note to serve as an invitation for you to attend a special session for the medical staff. As physician leaders, you have a unique perspective on how our organization is delivering on our vision and we need to hear from you.

Date: Monday, October 17, 2011  
Location: Lambeth Amphitheatre  
Time: 6:30pm – 8:00pm (hors d'oeuvres provided)  
RSVP: Ginger Davis, 336-718-2146, [ghdavis@novanthealth.org](mailto:ghdavis@novanthealth.org)

I hope to see you there. Thank you.