Goodbye and Hello

The current issue is a landmark for the UCH Insider. First, it is the 200th since the publication launched just shy of eight years ago. Second, it is the last issue of the UCH Insider.

As someone who worked on each and every one of the 200, I write those words with no small measure of emotion. I was hired at UCH in September 2007 to write and edit an online publication that became the UCH Insider, and with the exception of helping to put out the final four issues of STAT – a four-page print publication some of you may dimly remember – that’s the job I’ve done ever since. The stories we’ve covered now number in the thousands.

But beyond those bittersweet tingoes, I also feel a sense of anticipation, because the Insider will live on, in a new form. Starting Oct. 14, you will receive a new biweekly publication, the UCHealth Insider, that will feature a mix of news that affects all of UCHealth as well as regionally based stories, including those from UCH, the CU School of Medicine, and the entire Anschutz Medical Campus. You’ll be able to keep up with news close to home as well as check in on what’s happening with our colleagues at Poudre Valley Hospital, Medical Center of the Rockies, Memorial Hospital, and Memorial Hospital North. Think of it as one big organizational publication.

In addition, we will regularly push news online, either to the Source for internally focused stories, or to UCHealth’s external website for news that is of interest to the wider world, such as discoveries in medicine or initiatives with implications beyond an individual hospital or UCHealth. Simply put, you’ll get news about UCH and UCHealth more frequently than ever before and in a greater variety of ways.

Three to one. The bottom line is the individual Insiders from each UCHealth region will become a single system publication. Making one thing from three is old hat to many of you who began the “systemization” process long ago or are going through it now. Like anything else, it has its strengths and its challenges.

That push-and-pull will continue. My perspective allows me only to say that I will work going forward to stay true to the Insider’s original commitment to communication, which was expressed by the guy who originally conceived of the publication, one Bill Sonn, then the director of marketing and communications for UCH. The Insider, he said, should be fair, it should be accurate, and it should embarrass no one. I see no reason to change that approach.

There was and is, however, a corollary to Bill’s promise for the Insider. The publication could never have existed in its present form for 200 issues without a corresponding commitment among the members of leadership to transparent communication. That meant, whenever possible, to speaking about tough issues – access, capacity, finances, quality, safety, patient satisfaction, staffing, and many more – openly.

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and honestly to all concerned. Throughout my time here, most leaders bought into that concept, understanding that in the long run, being straight with employees when there were challenges would earn their respect and willingness to engage with the organization. For many years, the pride in the organization was palpable and reflected in employee engagement survey scores. As Casey Stengel would put it, you could look it up.

**Say what?** This was a topic in the *Insider 100 issues ago*. At that time, I wrote a column in this space that noted the *Insider’s* “rooting interest” in UCH’s success. Then I added, “But our interest would be far less, even non-existent, if the hospital didn’t aspire to be an open place. Its transparency has earned our trust and commitment. We like to think our trust and commitment, in turn, have encouraged more transparency.”

Four years later, I can only say that I hope those words remain true. Much has been asked of employees in the creation and growth of UCH. There remains much in which we can take pride and derive motivation to put our shoulders to the wheel to further the system’s success. In turn, I trust that our leaders continue to show a candor driven by respect for the people who made UCH’s hospitals successful long before anyone knew the name UCH. The key is open communication about the good, the bad, and the ugly of this difficult process called system-building.

Whatever the changes and challenges that lie ahead, I’ve learned one thing with certainty across these eight years: The great stories about UCH, its campus, and UCH as a whole will continue to emerge every day. With your help, we will continue to tell them.

—**Tyler Smith. Smith is editor of the UCH Insider.**

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### What You Read, Sept. 29

1. UCHHealth, Broncos Call on Manning for Partnership Drive
2. Cook Covers Plenty of Ground in Open Forum
3. Wedding Vows Give Patient a Final Victory
4. Back to School at UCH
5. Around UCH
6. Saved by the ‘-ibs’
7. Anesthesiology Breathes Life into Bariatric Surgery
8. UCH in the News
9. New Hope for Lung Cancer Patients
10. Clinic Staff Skips the Elevator, Heads for the Stairs