

INTRODUCTION of John J. Nance

I am truly delighted to introduce John J. Nance as our Keynote Speaker today.

John's reputation as a tireless advocate for Patient Safety and Medical Excellence is well known and regularly cited by a wide array of Healthcare leaders here and around the world. Among other distinctions, he is the author of the paradigm-setting work called: **WHY HOSPITALS SHOULD FLY**, which was named the **2009 Book of the Year** by the American College of Healthcare Executives, and is one of the major voices pushing and leading us to dramatic change and improvement of American Healthcare.

By the way, **WHY HOSPITALS SHOULD FLY** has been so incredibly influential because it was the first Post-IOM work to give us a crystal clear MODEL of what each of our hospitals really can achieve if we incorporate and embrace the principles of PATIENT-CENTRIC CARE.

(PATIENT-CENTRIC is defined by John Nance as a way of practicing in which everything - *everything* - is subordinate to the best interests of the patients).

The exciting aspect of the model hospital in John's book - called St. Michaels - is how revolutionary ideas meld together under one roof: collegial teamwork, seamless communication, common goals, all creating near-perfect patient safety administered by an extraordinarily happy staff

- Doctors included! And, it IS absolutely true that a number of CEO's have become so excited they've tried to find out where the real St. Michaels is so they can visit it and learn from it.

(The Sequel to WHY HOSPITALS SHOULD FLY, will be published early in 2012- and it will deal with HOW a St. Michaels is achieved)

John Nance is also one of the founding board members of the **National Patient Safety Foundation**, and has been an energetic part of our medical community for just over twenty years. You may also know John as a Best-Selling fiction and non-fiction author. WHY HOSPITALS SHOULD FLY, in fact, is actually his 19th book. His other 18 Bestsellers include 5 non-fiction works and a long line of riveting thrillers set against the background of aviation, and two of his previous novels, PANDORA'S CLOCK and MEDUSA'S CHILD, were both highly-successful TV Mini-Series still seen periodically around the world.

But you've undoubtedly relied on John Nance most often in the role of [Aviation Analyst for ABC World News and Good Morning America](#), a position he's held for 15 years. He's been a calming voice of reason through a long list of cathartic American stories such as 9/11, the loss of the Shuttle Columbia, the death of JFK Junior, and many, many others.

John is also an [Air Force Lieutenant Colonel](#) who flew Lockheed C-141 transports through Vietnam and Operation Desert Storm, and a [Veteran Airline Pilot](#) who has flown most of the

Jetliners Boeing's produced. John's flying career alone spans 46 years and 13-thousand HOURS, and he still flies his own plane.

Reluctantly, I have to disclose that he's a licensed attorney, but he's eager to reassure everyone that not only has he never handled a medical malpractice case, he's a crusader for eliminating the tort system entirely from inadvertent, systemic medical mistakes.

Most importantly for right here and right now, he's a riveting, world-class speaker who is as relevant as he is energizing and inspiring.

You will remember and be moved by this next hour! Please give a warm welcome to John Nance!