



Dear Members of the Colorado Rural Health Center,

I am writing to share with you what my participation in iCARE and the Lean Six Sigma Healthcare educational program has meant to me. Additionally, I would like to thank you for awarding me the iPad. It was actually what I had envisioned as a reward to myself for completing LSS Healthcare.

I consider it an honor and privilege to have had the opportunity to participate in the iCARE program. This program provided me with many concepts that I have used in implementing quality and customer service initiatives here at Pikes Peak Regional Hospital (PPRH). I have learned many new tools, best practices and dialogued with my peers at other critical access hospitals, all of which has made for improved processes at PPRH.

Participating in Lean Six Sigma courses has been one of my goals, however, the cost was prohibitive. When the opportunity presented itself via CRHC and the HRSA grant, I was elated. My elation was quickly replaced with a feeling of intimidation. I was unsure if I would be out of my league to take on such a lofty endeavor. I trembled at the thought of learning this through online education. Wray Paul, however, is an excellent educator. My success is directly attributable to his ability to teach such complex principles.

I enjoy working with Jen Dunn, Courtney Ryan, Michelle Mills, Danette Swanson and many others affiliated with CRHC. I tell every new director at PPRH how much I have benefited from my exposure to CRHC and the connection they have with other Colorado Critical Access Hospitals. I look forward to continuing with the iCARE program and enrolling in the next course of Lean Six Sigma.

Thank you for all you do.

A handwritten signature in blue ink that reads "Trish Harris".

Trish Harris, RN, BSN
Quality/Risk Management Director

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