



TRANSFORMING  
HEALTHCARE

## SCOTT SULLIVAN, MD

Chief, Internal Medicine  
Greater Southern Alameda Area

I believe that for our members to thrive, our physicians must also thrive. As chief, I work to create a supportive environment that inspires my colleagues to provide the best care for our patients.

I try to foster a sense of pride and ownership in our department, through our shared organizational goals and aspirations, and our unique model of practice. I find this encourages individual accountability, and it also empowers my colleagues and gives them flexibility.

Spending time on the human connections makes everything else possible. It's only natural that physicians who feel supported will go the extra mile to provide high quality care and service.

I'm proud that our department is now a regional leader in meeting outpatient quality goals, and scores increasingly higher on patient satisfaction and accessibility measures - proof that our patients are truly thriving under our care.

# SCOTT SULLIVAN, MD

INTERNAL MEDICINE,  
GREATER SOUTHERN ALAMEDA AREA

## 2009 Cecil Cutting, MD LEADERSHIP AWARD

As a model for extraordinary care and concern, look no further than Scott Sullivan, MD. He maintains a strict open door policy, and if colleagues don't stop by to see him, he'll go see them. He communicates as effectively as he listens, taking time to share goals in a way everyone understands.

Focusing on solutions rather than problems, he encourages his colleagues to try new ideas without fear of failure or reprisal.

And his supportive and connective leadership style is definitely working: his department has among the highest scores in the region on the Physician Opinion Survey; is a regional leader in meeting outpatient quality goals; and has seen continuous improvement in its Member Satisfaction Survey scores — strong evidence of what collaboration and compassion can achieve.

