

SERVICE EXCELLENCE

At Summa Health System it is our mission to provide the highest quality, compassionate care to our patients and members and to contribute to a healthier community.

This culture of caring is felt throughout the organization with our physicians, employees and volunteers and it supports our mission by embracing a concept called Servant Leadership. Servant Leadership is alive and well at Summa Health System. It has been a staple of our history for more than 100 years. Today, this philosophy of leadership is embraced by Summa's management team and summed up by the mantra that, "If you are not serving the patient, you had better be serving someone who is."

All of us at Summa are here to first serve our patients and guests. Our guests may be our patients' families and friends, or business and community members that come to our hospital. It is important to acknowledge the power of everyone at Summa who is the face of Summa, with each one of us having a dramatic impact on the lives of our patients, members and guests. Furthermore, the Summa team supports one another to ensure other team members have the assistance they need to serve our patients and guests. The Summa team develops partnerships to work together to deliver exceptional patient care and service.

At Summa Health System our patients and guests are our first and highest priority. We celebrate our individual responsibility in contributing to a healthier community both within and outside of Summa. We want to empower you to take whatever steps necessary to meet the needs of our patients and guests.

Sincerely,



Tom Strauss
President & CEO
Summa Health System



Kathleen Rice
President & COO
Cuyahoga Falls
General Hospital



Bob Harrigan
President & COO
SHS Hospitals