

Email from Loubna Nouredin sent to Zoila after completing her 6 month fellowship program

From: Loubna Nouredin
Sent: Friday, May 1, 2015 10:05 AM
To: Zoila Araica <Zoila.Araica@mch.com>
Subject: Coaching and Feedback

Dear Zoila,

It was truly a pleasure being part of your leadership development journey. Our six months of leadership development planning, coaching and mentoring has paid off. I have consistently received wonderful feedback on your leadership and progress throughout the fellowship. I am looking forward to continuing to see you grow as a leader within the organization and appreciate our time together and coaching moments. You are an exceptional leader and will make a great impact within whatever department you land in as a Director.

Zoila is a team player. She collaborates with her peers to get the best results for the patients and families. She focused on her team not getting bogged down in analysis paralysis. She plans, prioritizes and executes by using best practices and empowering her team to get the best results.

Zoila has quickly learned to support the hospital's strategic direction while managing physician and nursing relations in a creative and effective manner. She has been able to develop her management team, and to help them transform their operations using innovative and transformational approaches.

Zoila has quickly managed to include key stakeholders in the management of the patient experience. She has adapted to her new role and has been instrumental in the development of daily huddles for her operational teams. She has been able to quickly integrate new processes to enhance the patient experience as well as manage within strict budget guidelines and procedures.

Congratulations Zoila! I wish you more success in your role! I am always just a phone call away if you ever need me!

Loubna Nouredin, MA, PCC, NLPMP

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