

Will Carr: As you're aware of, there's been some criticism of your time at St. Louis. After there were issues in St. Louis, do you believe that you're in the best position to help continue to turn things around here in Phoenix?

Rima Nelson: So the issues in St. Louis were brought to my attention by staff, and again, I said the same thing to the staff in St. Louis—I can't fix what I don't know. So staff brought to my attention that sterile processes were not being followed the way they should've been and that there were some concerns not only in sterile processing but in the operating room. When those were brought to my attention, we took action immediately. And so what I'm focusing on is one, making sure that employees feel that they are working in an environment where they can say what needs to be said and that leadership takes action immediately. And that's what I did in St. Louis, and the facts will speak for itself. There were no veterans that were infected, and if I had to make those decisions again, I would, because at the end of the day, we had better processes in place, better systems. We were able to provide better care to veterans. And I really feel that the employees saw that we did take them seriously, so I'm very happy with what happened there in a sense that a lot of those issues that we addressed immediately—in fact, all of them—came from employees themselves.