
Subject: An update from the CEO
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From: Administration
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JPS Team Members:

We all strive every day to serve our patients and our community. We care for people who need us to help make them well and keep them well. And in the course of providing care during 1.2 million patient encounters a year, we also have a responsibility to spend the money we receive from the taxpayers of our community wisely.

We are good at many things here at JPS. We teach. We conduct research. We save lives when a matter of seconds can make the difference between life and death and we provide long-term behavioral health support that helps people with mental health needs regain their quality of life. We perform medical miracles for trauma patients like our injured team member. And as the eighth largest employer in Tarrant County, we provide jobs to more than 6,700 great workers.

But we cannot do everything. We rely on the expertise of others to provide assistance in areas where we are not experts.

We are not elevator repair people. We contract with an outside company for those services. That company operates much like a physician who helps you take care of your health. You need the doctor to diagnose problems going on inside you and to determine what needs to be done to make you healthier and keep you healthy.

As I have visited with many of you in the past few weeks, it is clear you have lost confidence in ThyssenKrupp, the company that maintains and repairs JPS elevators. I agree with you. It is time for a change. I have notified the company that we have taken the legal steps necessary to end its contract with JPS. We are finalizing an agreement with another company to maintain and repair our elevators, which we rely on 24/7 to transport medicine, food, laundry, patients and employees. We need to have confidence in our elevators and know that everything is being done to make sure they function properly.

I thank you again for never forgetting Carren in your thoughts and prayers. As we move forward, I will keep you up to date.



Robert Earley, president and CEO
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