



Q & A with Burt Wolf

GSH: You travel the globe highlighting some of the most interesting places on earth. With all the topics you could have considered for your show, what drew you to feature Gaylord?

BW: *My heart attack and the failure of the traditional hospital where I was treated.*

GSH: During the episode, you touched upon your own challenges with the healthcare system following your heart attack. What makes Gaylord different than the facilities where you received care?

BW: *Patient-centered care.*

GSH: Over the last few months, you have been introduced to the concept of “Think Possible” and have heard dozens of stories of how our employees help “Think Possible” every day. What does think possible mean to you?

BW: *It means that whatever I want to achieve has at least the prospect of getting done. It’s essential to think it’s possible.*

GSH: You call Gaylord “The Hospital of the Future”. Why?

BW: *Because instead of being focused on how much we can bill your insurance company, Gaylord actually thinks about everything it can possibly do to meet the needs of their patients.*