

Becker's 2023 Community Hospital CEOs to Know

Gordon Lintz, RN, MHA, NHA

President and Chief Administrative Officer
Morristown-Hamblen Healthcare System
Morristown, Tennessee

Individual Responsibilities

Gordon Lintz, RN, MHA, NHA, has served as the president and chief administrative officer of Morristown-Hamblen Healthcare System since 2012. Located in Morristown, Tennessee, the community hospital has served an eight-county region in the Lakeway area for over 125 years. It is a member of Covenant Health, an integrated healthcare delivery system headquartered in Knoxville and serving a 23-county region of East Tennessee.

Lintz's responsibilities include overseeing operations of the 167-bed hospital, which includes emergency services, comprehensive acute-care and ancillary services, and rehabilitative therapies. The hospital is home to Morristown Regional Cancer Center and, as a member of Covenant Health's stroke hospital network, has certification as an Advanced Primary Stroke Center. Morristown-Hamblen's Breast Center is the only accredited Breast Imaging Center of Excellence in the Lakeway area, and its Women's Center offers six newly remodeled labor and delivery suites. Morristown-Hamblen opened a Wound Care and Hyperbaric Center in 2019.

Lintz is committed to increasing accessibility to high-quality healthcare in the local community and is actively engaged in recruiting new primary and specialty physicians to the area. Lintz serves as part of Covenant Health's senior leadership team, as well overseeing the hospital's leadership team and various committees and initiatives at Morristown-Hamblen. He conducts board meetings, schedules construction projects, is involved in hospital fundraising efforts, and connects with area businesses to create new partnerships and share information about the hospital.

He is also committed to helping hospital leaders and staff grow professionally and reach their fullest potential. From a perspective of "taking care of the people who take care of patients," Lintz leads as a mentor, and is known as a communicator who inspires others. He rounds on patients, staff and physicians, and challenges Morristown-Hamblen employees to continually share feedback and new ideas for improving patient care and hospital operations.

Accomplishments

Morristown-Hamblen Healthcare System has grown and improved during Mr. Lintz's tenure. The hospital's physical location has been transformed through capital investments in

construction projects and building renovations, along with acquisitions of medical and computer equipment. Investments in the hospital have totaled more than \$100 million since 2012. At the same time, Morristown-Hamblen's annual income has improved from an operational loss to significant profitability.

One of Lintz's most notable contributions has been improvements in patient safety and hospital-acquired infection rates. Morristown-Hamblen Healthcare System has been in the top 10 percent of hospitals nationwide in the prevention of hospital-acquired infections, such as MRSA, catheter-acquired urinary tract infections (CAUTI) and central line-associated bloodstream infections (CLABSI). During recent years, Morristown-Hamblen had 13 consecutive quarters with zero MRSA infections and 11 consecutive quarters with zero incidents of CLABSI.

Over the past few years, Lintz has overseen the construction of Morristown-Hamblen West, a new outpatient healthcare facility opening in summer 2023. It will include a free-standing emergency department, diagnostic and breast imaging centers, primary care providers and physician offices. The \$37 million, 63,000-square-foot outpatient facility is located at the end of a new four-lane highway connecting Morristown to Exit 4 off Interstate 81, offering easy access to care.

Lintz has worked with Covenant Health to recruit physicians in specialties like primary care, urology, cardiology, obstetrics and gynecology, and oncology to the area. An increase in patients from the surrounding area, particularly in these specialties, helps confirm that local residents are confident in the care they receive at Morristown-Hamblen Healthcare System.

He also has played an instrumental role in acquiring new technology, joining other Covenant Health facilities to implement tele-ICU services, tele-neurology and tele-psychiatry. These innovations allow Morristown-Hamblen to access Covenant Health's consult/monitoring services and provide medical resources and specialties that might not otherwise be available locally.

In October 2022, Morristown-Hamblen Healthcare System installed new state-of-the-art angiography equipment in its Heart, Lung and Vascular Center. The image-guided X-ray equipment doubled the number of cardiac patients who could receive care at the same time. The upgraded technology also provides enhanced image clarity and reduces radiation exposure.

Lintz frequently speaks to community groups about the importance of good health and preventive healthcare. As a demonstration of that commitment, he recently led an initiative with the city of Morristown for Morristown-Hamblen to be the health sponsor of Morristown Landing, which opened in spring 2023. The new \$36-million community building and recreation complex includes a fitness center and areas for sports and aquatics. This partnership will enable professionals from Morristown-Hamblen Healthcare System to provide education on health-related topics. The hospital also provided AEDs for the new facility.

Additional Leadership Positions

Lintz takes pride in the hospital's role in serving the larger community, and he makes personal investments in community service. He serves on the boards of the Morristown Area Chamber of Commerce, Helping Hands Clinic, HC*Excell Educational Foundation and the Rotary Club of Morristown. He is also active with the United Way of Hamblen County. He is a former chairman of the Morristown Area Chamber of Commerce and still works with the Chamber and other community leaders to recruit new businesses to the Lakeway area.

As a member of the Rotary Club, he has chaired numerous improvement projects with the local park system. He is an honorary trustee of Walters State Community College, and he strongly believes that education and workforce development are important to both the community and to healthcare.

Awards by Company in the Last 3 Years

Under Lintz's leadership, Morristown-Hamblen Healthcare System has earned many awards and recognitions. In 2020, the hospital was just one of 14 in Tennessee to be named a "BEST for Babies" hospital by the Tennessee Hospital Association and Tennessee Department of Health. This recognition is given to hospitals who are committed to higher rates of breastfeeding, safe sleep practices and avoiding early deliveries.

Morristown-Hamblen Healthcare System has received an "A" safety grade from The Leapfrog Group the last three reporting periods, a testament to its dedication to patient safety. In recent years, the hospital has continued to earn accolades from the American Heart and American Stroke Associations. In 2021, Morristown-Hamblen earned a Mission: Lifeline Bronze Referral Receiving Award; and in 2022, the Get With the Guidelines® Silver Plus Achievement Award with Target: Type 2 Diabetes Honor Roll; Mission: Lifeline STEMI Silver Receiving Award, and Mission: Lifeline NSTEMI Silver Awards.

Covenant Health, the parent company of Morristown-Hamblen Healthcare System, was named to Becker's' 2022 lists of "150 Top Places to Work in Healthcare," "60 Hospitals and Health Systems with Great Oncology Programs," and "50 Hospitals and Health Systems with Great Orthopedic Programs." It was also recognized on the 2023 "150 Top Places to Work in Healthcare" list from Becker's.

Previous Positions

Lintz joined Covenant Health in 2008 as the chief administrative officer of Thompson Cancer Survival Center, the health system's oncology service provider. In this role, he was responsible

for leading 12 oncology practice locations, managing five cancer center locations and opening five new infusion centers. He oversaw the center's growth for several years, including major projects such as implementing Gamma Knife services and additional linear accelerator and PET technology, expanding patient support services, and implementing systems for productivity, quality and patient satisfaction. He also coordinated Covenant Health's research efforts, including cancer clinical trials.

Lintz also previously oversaw Covenant HomeCare (including hospice and durable medical equipment services) and Covenant Senior Services.

Prior to joining Covenant Health, Lintz spent more than 20 years at Baptist Memorial Healthcare in Memphis, working in administrative leadership and nursing roles. His duties in these roles included leading strategic planning, serving as a liaison with local universities, care coordination and the establishment of new programs. He was also the administrator of a skilled nursing facility and Baptist Centers for Cancer Care.