

NEW
LEADERSHIP
ON A

MISSION

*How TeleTracking's new
President is helping health systems
achieve excellence in care.*



EVERY DAY,

TeleTracking operates with the noble mission that “no one should ever have to wait for the care they need.” And Chris Johnson has been a part of moving that mission forward for more than three years as Chief of Staff, Chief Solutions Officer—and since April 2018 as President. Chris took a moment to share his thoughts on the experiences that are shaping his approach, how TeleTracking is positioned to improve patient care with the implementation of operational command centers, and what he likes to do when he’s not strategizing about helping health systems achieve operational excellence.

YOU’VE BEEN WITH TELETRACKING FOR THREE YEARS, AND WERE WITH GE HEALTHCARE PRIOR TO THAT; HOW ARE THOSE EXPERIENCES SHAPING YOUR APPROACH TO YOUR NEW ROLE?

First, I want to start off by saying that I love being at TeleTracking. It’s the best place that I’ve been, mostly because it doesn’t feel like work. I’ve been at several large companies and one of the challenges is inverting the focus spent on solving customer problems, because typically 80% of the efforts are spent on managing bureaucracy and only 20% focused on customer needs. At TeleTracking, we spend 80% to 90% of our time focused exclusively on alleviating the challenges of our customers.

I’ve had the opportunity to be a part of organizations that invest in leadership as a discipline, and create rigor around leading teams, building organizations, understanding business fundamentals, and effective decision-making. This has provided me with a tremendous foundation that I’ve carried with me into this role. We face our challenges head-on and have very open conversations about the best way to solve them.

Lastly, massive scale doesn’t scare me! I’ve been there. TeleTracking is uniquely positioned to attack problems in healthcare. We have the right solution, great hospital partners, and smart, passionate people focused on

our mission. The sky’s the limit in what we can impact. It’s a great position to be in, and I look forward to the next phase of the journey.

IS THIS THE PATH THAT YOU WOULD HAVE CHOSEN FOR YOURSELF?

I would say it’s been a circuitous path! Every one of the jobs that I’ve had was either something I created or was created for me. I love to be part of organizations that are going through change because if you have the ability, desire, and willingness to work for it, you can create huge value.

That’s what I saw at TeleTracking with owner and chairman Michael Zamagias’

entrepreneurial approach to business. You are not limited by what “is” – only by what you can envision it “to be.” I also saw what this company was capable of and knew that I wanted to be a part of it.

AS THE NEW LEADER OF THIS ORGANIZATION WHAT KEEPS YOU UP AT NIGHT?

Missing the next opportunity. TeleTracking is positioned incredibly well in this market. We have invested wisely over the last three decades and have a tremendous team in place. The organization needs to continue to mature at the speed of the market, and I believe that market is going to mature very quickly. It has been slow-moving

and dynamic, but I believe the tipping point is in front of us. Our leadership team has an incredible, intense focus to make sure the organization is prepared.

If I wake up at 1 AM, it's usually not because I'm worrying about something, it's because I wake up and think, "What about this possibility or what about that possibility?" I don't spend too much time worrying.

I sleep well and consider myself very lucky because I have found something that I love, and I am able to do it as a vocation. I work with amazing people inside and outside of TeleTracking. If you can find that in your life, and you're willing to be "all in" you can make a difference. When I look at myself in the mirror every night, I can honestly say, "I did the best I could."

WHAT ARE YOUR THOUGHTS ON CHANGING THE INDUSTRY'S PERCEPTION OF TELETRACKING AND THE IMPACT WE CAN HAVE?

It's about finding the right partners, making an undeniable impact, and evangelizing what we've done. The perception of TeleTracking has changed a lot in the three years that I've been here, but we must continue.

While we will continue to deliver the best platform in the industry, what we really want to do is help our customers transform the way they do business. We

are positioned to do that, and we have the right solutions – we are delivering new solutions that will make the home-to-home continuum of care a reality. We're taking analytics to a level, albeit slower than I would have liked, but to a level unprecedented in this industry.

We're a humble company and we understand that we're simply playing a part in a bigger solution, but at the same time, we're creating a tremendous amount of value for our customers.

WHY IS TELETRACKING WELL-POSITIONED TO HELP HEALTH SYSTEMS BUILD AND MANAGE OPERATIONAL COMMAND CENTERS?

Because we've built and launched more than anyone else in the industry—and experience matters. We have nearly three decades of history under our belt. We've learned a lot, and in many cases, what not to do. So, we've made those mistakes and we've corrected them.

There's an old saying, markets in the near term are voting machines, and markets in the long term are weighing machines. TeleTracking has always been focused on the long term, not chasing the latest fad, not chasing the latest shiny object, and our results speak for themselves.

Part of having the right partners is that they are our voice. They are a voice for what's happening, and they tell that

story of collaboration along with us. I've never seen a company that has the close personal and passionate relationships that I see between TeleTracking and its customers.

WHAT'S TOP OF MIND THE NEXT 18 MONTHS?

We have the largest product release in the history of TeleTracking, which is a culmination of years of work on our Transfer Center application on the IQ platform, along with the introduction of our next-generation analytics platform.

Together, we believe that these two solutions are converging and furthering the concept of the operational command center. The command center is powerful in itself. However, when enabled by the best-in-class operating platform that manages patient access, throughput and discharge with advanced analytics, TeleTracking has created the most holistic solution available in the market. This is what we do in service to our partners.

IN MY FREE TIME...

I enjoy spending time with my wife and two daughters—one daughter is in her freshman year of college, and the other daughter is a junior in high school. We love to travel as a family, learning and discovering new things. I'm also an avid reader.

That's what I saw at TeleTracking with owner and chairman Michael Zamagias' entrepreneurial approach to business. I also saw what this company was capable of and knew that I wanted to be a part of it.

**CHRIS JOHNSON
PRESIDENT, TELETRACKING**