



Dear Friends,

I write you today to announce that I plan to retire as President & CEO of Penn Medicine Lancaster General Health in January 2021. It is a decision I reached after months of discussion and reflection with my family and our Board of Trustees, and one that carries with it many emotions. Pride. Nostalgia. Hope. But mostly, I feel a tremendous sense of gratitude. It has been an honor to dedicate the past 20-plus years of my life's work to a health system that has given so much to so many.

Health care and LG Health have changed dramatically over the past two decades. I am proud to say that, together, we met those challenges by embracing new opportunities and enhancing access to convenient, affordable and high-quality care. With a vision to transform the way care is delivered and a relentless focus on improving our community's health, we invested in innovative technologies and approaches that enable people to more actively manage their health.

We have earned and celebrated national awards and recognitions in safety and quality, and prestigious honors in community service. We completed some of the largest facility expansions in our history, introduced medical innovations and joined world-renowned Penn Medicine, enabling us to offer our patients every possible health service.

Most importantly, we built on our strong patient safety and quality foundation in pursuit of becoming a highly reliable organization and deliver on our compassionate calling to eliminate harm to everyone in our care. Our ability to meet these moments and realize these accomplishments have made us all better, stronger and well-positioned to overcome whatever comes our way, even the historic challenges we face today.

From my first day and for every day since, I have been so fortunate to work with the most compassionate and talented professionals in every corner of our organization. You have given me the greatest gift: The opportunity to Live my Legacy at LG Health by being the best that I can be and making a meaningful impact on the people and community I love. I thank you from the bottom of my heart for your extraordinary teamwork and selfless dedication. It has been the privilege of my professional life to be on this journey with you.

It will not be easy leaving the people who have inspired and humbled me, and a career that has energized and challenged me. I am comforted by the full confidence I have in our exceptional leadership team and I am excited to work with them, Penn Medicine and our Board of Trustees over the next several months in the search and transition process before opening a new personal chapter of exploration, community involvement, postponed endeavors and more.

Most of all, I look forward to catching up on some lost time with my husband Tom, and watching our grandchildren grow, just as I plan to watch LG Health continue to grow and shape the future of health care for our community and region. I believe our best and brightest days are ahead.

With sincere gratitude,

Jan

Jan L. Bergen

President & Chief Executive Officer



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