



LABLines

News from LABORATORY ALLIANCE of Central New York, LLC



An Attitude of Gratitude

By Anne Marie Mullin, Chief Executive Officer

“Gratitude can transform common days into thanksgiving, turn routine jobs into joy, and change opportunities into blessings.” — William Arthur Ward

The beginning of a new year is frequently a time when we make goals for the year ahead. It’s also a time for looking back and reflecting upon that for which we are grateful. Hopefully, we have many good things to be grateful for! I am utterly convinced that the key to lifelong success is the regular exercise of a single emotional muscle: gratitude.

People who approach life with a sense of gratitude are constantly aware of what’s wonderful in their life. Because they enjoy the fruits of their successes, they seek out more success. And when things don’t go as planned, people who are grateful can put failure into perspective.

By contrast, people who lack gratitude are never truly happy. If they succeed at a task, they don’t enjoy it. For them, a string of successes is like trying to fill a bucket with a leak on the bottom. And failure invariably makes them bitter, angry and discouraged. Practicing an attitude of gratitude programs your brain to notice more reasons to feel gratitude. You quickly discover that even a “bad day” is full of moments that are worthy of appreciation. Success becomes sweeter; failure, less sour.

Gratitude is not something we readily talk about as fundamentally important to business. Truth is, without gratitude, we would have no sustained growth. Without gratitude, core teams fall away, the corporate culture diminishes, innovation ceases and followers unfollow. For teams to thrive, for people to connect and for the mind to be open to learning, we must practice and show thankfulness.

As an employee of this company from its formation in 1998, I have a long list of reasons to be grateful. Here are some of them.

- Our people top my gratitude list. Laboratory Alliance has grown from 224 employees on January 1, 1998, to over 400 employees presently. I am privileged to work with an extremely dedicated group of professionals who constantly challenge one another to do their very best and to put the patient at the center of all that they do.

- We performed almost 10.7 million tests in 2015 – up from nearly two million tests performed in 1998.

- Relatively few people in the community knew who Laboratory Alliance was in our early years. Now, I rarely go anywhere in public without people expressing their gratitude to me for the service we provide at our 11 (soon to be 12) Patient Service Centers located in three counties. People frequently comment to me that they see our courier vehicles everywhere! With over one million miles driven annually, it’s no small wonder.

- Laboratory Alliance served a handful of physician practices in the community in 1998. Now, nearly 90% of the region’s medical practices utilize our testing services. How privileged we are to be trusted by so many! It’s a trust that we earn each and every day.

- Laboratory Alliance is one of the mid-size “economic engines” in Central New York with nearly \$52M in net revenue annually – ranked in 2015 by *The Business Journal* as the 35th largest private, for-profit company in Central New York.

- I am also most grateful to my two predecessors: Frank Kearns, who served as CEO from April 2001 to December 2007, and Michael O’Leary, MD, who became interim CEO for three months upon Frank’s untimely passing and then was named CEO by the board of managers in March 2008. Dr. O’Leary served in that capacity until his retirement on Dec. 31, 2015 – all the while filling the position of medical director of our largest laboratory – the Operations Center located in Electronics Business Park. Frank provided us with the blueprint for our exponential growth and Dr. O’Leary maintained it.

I would be remiss if I didn’t state that Dr. O’Leary has been a wonderful friend and mentor to me since April 1987 when I moved to Syracuse to work in the clinical pathology laboratory at what once was known as Community General Hospital. I am so grateful for my professional association with him over the past 29 years.

In closing, it’s not hard to cultivate an attitude of gratitude. When your heart is full of thankfulness and you put forth effort to show it, it has a positive reciprocal effect on others, you, business and life in general. Good makes good! Show thanks for someone or something today and watch what happens.