

## A case of mistaken identity leads to one awesome business trip

On June 13, Asante Chief Operating Officer Scott Kelly arrived on the East Coast to accept ARRMC's 100 Top Hospitals honor from Watson Health. Kelly was traveling with Asante board member Steve Roe and CEO Roy Vinyard on what was expected to be a routine trip.

The visit, however, would be unlike any Kelly had ever experienced.

From the moment he handed his credit card to the desk clerk at the hotel, strange things began to happen. The giddy clerk welcomed Kelly and announced that his room had been upgraded to a suite.

"I was thinking that they'd missed our CEO," Kelly recalled. The clerk also handed him a key: "You'll need this for your elevator," he told Kelly.

As they spoke, people started to gather in the lobby. They were looking at Kelly; some wanted pictures. Mystified, he obliged.

As he headed to his room, the crowd followed with their phones aloft, still snapping photos. He spent only a few moments in the room, barely taking time to look around before heading to a pre-conference reception. There, more people were waiting for him.

"I feel like Asante's name has finally gotten out there," he said, half-joking. "I'm their hero."

When he returned to the 460-square-foot suite with the Juliet balcony he finally got a look at the gifts the hotel had left on his dresser. There were bottles of wine, chocolates and cards. There was also a placard that read, "Welcome, Captain Kelly."

He opened a bottle of wine, ate some chocolates and wondered why he had been given this curious title.

Then he looked at the conference schedule. It had the typical health care topics, but one thing stood out: The keynote speaker was retired NASA astronaut Scott Kelly, who had spent a year in space.

Suddenly, the exuberant welcome — the fans, the room upgrade, the gifts — made sense. It was intended for a world-famous space pioneer who happened to have the same name.

"I thought, do I call the front desk and get moved out of the suite?" Kelly said. "But I've already had some wine and chocolate."

He decided to stay put. Scott Kelly the astronaut was in town for only a day and was presumably given a sweet suite once the mix-up was discovered.

At breakfast the next morning, Kelly introduced himself to a doctor who was also attending the conference. The doctor's eyes lit up when he heard the name, and Kelly quickly clarified. "I'm not an astronaut, I'm the COO of Asante health system."

The doctor seemed to acknowledge this, then paused and asked, "What was the coolest thing about being in space?"



Will the real Scott Kelly please stand up? Board member Steve Roe couldn't help ribbing the Asante executive, who got some unexpected royal treatment in Florida.

