

*If you only have a minute:* Rooted and Unwavering is all about connecting deeply with ourselves, others and our service in the world. What happens when we trade a transactional approach to life for a life of vision, purpose, and connection to what matters most?

## What Would Sister Roch Do?

*By Esther Groves and Hylke Faber*

What do you do when you are a young guy with a family to support and you have a choice to make? Do you go for the big bucks or the big purpose?

In his twenties, Scott Richert, currently Chief Information Officer at Mercy Technology Services, was enjoying a fulfilling job with a broad range of responsibilities at a small software organization. “I got to make product and sell it and see the customers enjoy it and go back and refine it and make it better,” he recalls. At this point in his life, he was not aware of the importance of having purpose in how he spent his career.

Along came a friend who worked for a utility company that paid 40% more than he was making and encouraged him to join. He thought, “Why not? I’m young and am starting a family. I can just do what I’m doing and make more money.”

Within a week or two, Scott knew he had made a big mistake. He didn’t feel connected to the people around him. Other than getting the paycheck, he wasn’t sure what they were doing, or how it improved the world. It was a low point in his twenties, and he was feeling aimless.

“Coming out of that, I learned that I need to do something that has a purpose. I need to be able to connect with and be proud of what I’m doing. I want to be good at something. I want to be a craftsman. And I want to have meaningfulness in how I spend my day. I need a little bit of autonomy where I can have a vision and bring it to execution, which I think is the seed of leadership.”

As a child, Scott met a powerful and empathetic woman named Sister Roch who had hired his father, an accountant, at Mercy. Sister Roch led Mercy with not only vision and purpose but also with a multigenerational, rather than a short-term, lens. She had been an unwavering influence in his childhood and throughout his career. Throughout his career, as he considered important decisions, he often wondered, “What would Sister Roch do?”

Although it was tempting to ask for his old job back, Scott knew that he could get behind an organization like Mercy where he could have meaningful work and bring a vision to execution.

“And so that’s why my next move was to Mercy because,” he says, “I thought, working for healthcare, I can get behind that. That seems like important work.” Sister Roch helped Scott and others to see beyond the transactional to what they were there to do – to connect with their purpose to, “Take care of patients and see yourself as a multigenerational contributor.”

Today, as Mercy’s CIO, Scott works to transform technology in health care through consumer-centric digital capabilities that improve the experiences of patients, consumers, and providers. At Mercy,

employees are called “caregivers,” regardless of their position. He and his team make a point of connecting with staff and patients to ensure their technological solutions meet the needs of everyone they serve. “I’ve considered myself and the teams with which I serve as important players in how well patients are taken care of, how well we serve our communities,” he says.

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*You don’t have to pressure yourself to have this passion, and your whole life figured out. You just have to find the next step, put your hand to something, and see if God blesses it. See if it turns on your circuitry for purpose, and if it doesn’t, then keep moving. If it does, then go harder. – Scott Richert*

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