

October 22, 2010

Mr. Graeme Crothall, Chairman and CEO  
Xanitos, Inc.  
Radnor Court  
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Radnor, Pennsylvania 19087

Hello, Graeme.

A brief summary of the impact Xanitos has had at FH:

**Staff engagement** - is up significantly as reflected in the staff engagement scores. On a personal note – the morning huddles are really well run, the staff approaches me with a smile and a hello now and they treat each other very respectfully. It's great!

**Budget** – we have, for the first time in a long time, got control over the budget and expenses. We have a plan for the first time to address linen expense.

**Quality** – the XRO system is highly accepted by the nursing staff – we are using it in places where originally we had not considered using it – the ED for example. By the way – the Joint Commission Surveyor said we had the cleanest ED they had ever seen. (Had not been that way in the past.)

- Rounds with infection control and the nursing directors/managers on the floors are very positive – we have improved to 75% good and excellent in the internal customer survey from a historical height of about 50% rating EVS as good or excellent.
- The training the staff gets is exceptional. I personally meet all the new EVS staff members and ask them "Do you feel your training is really well done?" Those who have had previous EVS experience are the most vocal about how much better the training is here vs. anywhere else they have worked.

#### **Patient Satisfaction**

Our patient satisfaction scores have gone up and the staff actually knows what the scores are for their areas.

#### **Overall hospital engagement – Strategy/Leadership**

The EVS team is participating in key organizational conversations as leaders and drivers of key process improvement projects – of particular note is the impact EVS is having on the hospital diversion committee. It's great to have EVS seen as leaders and competent technical experts.

#### **Day to Day Management**

Key to all of this of course is the day to day management which I judge as being excellent. As you know, I personally validate (watch each supervisor round on their staff and do their daily huddles) the management team. They are working as a team; they follow up and know how to hold people accountable in a fair, collaborative way.

Sincerely,



Gary Colpaert  
Vice President of Perioperative Services

GC/nh

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