

**Memorial**  
**Hospital of South Bend**  
*Quality of Life*

February 24, 2011

Mr. Graeme Crothall  
Chairman and CEO  
Xanitos, Inc.  
Radnor Court  
259 N. Radnor-Chester Road, Suite 130  
Radnor, PA 19087

Dear Graeme,

I am writing to you to convey my support for the Xanitos partnership and program at Memorial Hospital of South Bend, which is entering its third year.

I have had administrative responsibility of the Environmental Services Department since May 2010, and have been with the organization for many years in an Executive Director role.

Since early 2010, our patient satisfaction scores have continued to trend upwards and we are currently meeting established goals for 2011. Most significantly, Department Directors have been extremely satisfied with Dennis Casey and his leadership team. I frequently hear compliments regarding how exceptionally responsive Dennis is in addressing concerns and coming up with solutions in collaboration with managers and staff throughout the organization.

Like many hospitals, we are challenged by aged facilities, inconsistencies among interior finishes and historically a lack of an overall plan for facility cleanliness. We are making significant progress in all of these areas which I do not feel would be as achievable without our partnership with Xanitos. The support and close working relationship provided to Dennis and his team by Tom McCullough has also contributed to our improvements.

Simply put, our goal is to provide a clean environment in which our patients can heal and staff can do their work in. Xanitos and each environmental services team member are critical components of realization of that goal.

I look forward to a continued partnership with the Xanitos team. Please do not hesitate to contact me for any reason.

Sincerely,



Kathy Nania  
Executive Director  
Women's and Children's Services

