



# ALEXIAN BROTHERS

St. Alexius Medical Center

December 1, 2010

Graeme Crothall, CEO  
Xanitos, Inc.  
259 N. Radnor – Chester Road, Suite 130  
Radnor, PA 19087

RE: Xanitos

Dear Mr. Crothall,

In the spring of 2008, Xanitos assumed responsibility for the Environmental Services contract at St Alexius Medical Center. This in-sourcing arrangement was essentially consulting. While we experienced incremental improvements throughout 2008 and 2009, the program never seemed to deliver the results promised. Our in-house management team was never able to sustain any of the excellent programs put forward by the Xanitos support teams.

In December of 2009, a decision was made to convert the relationship to a more traditional outsourcing arrangement. Wholesale changes were made to the management team and Xanitos brought in a much higher caliber Leadership team. A significant investment in time and resources was made to elevate the program to a much higher level. As a result, we have benefited from the following gains:

- Better communication as evidenced by the 90% customer satisfaction rating
- A 30% improvement in staff engagement between 2009 and 2010
- Improved patient satisfaction as measured by HCAHPs and Press Ganey
- Improved discharge bed turn-around times
- Department credibility has elevated significantly

Given the opportunity to lead from within, Xanitos has delivered. I want to thank you on behalf of the Nursing Department at St Alexius Medical Center.

Sincerely,

Chris Budzinsky, Vice President, Patient Care Services/CNO  
St Alexius Medical Center