



January 13, 2010

Jose Feliciano  
EVS Manager  
Community Hospital North  
7150 Clearvista Drive  
Indianapolis, IN 46256-4699

Dear Jose,

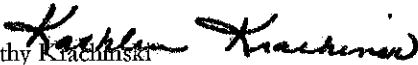
I would like to inform you of how pleased our Hospital is with the arrangement with Xanitos. Prior to reconnecting with your company, I had resolved never to work again with a contracted service. Steve Servant asked if I would visit one of the current hospitals that were working with Xanitos. Thinking I would visit the hospital in Indianapolis and maybe learn something, I agreed.

Xanitos arranged for me to meet the hospitals' executive staff and allowed me to ask any questions. Everyone from the Human Resource Vice President to the CNO had glowing things to say. The hospital I could see was beautiful and very clean. I knew I would be seeing the EVS team in action. What I became aware is that the areas we were in were not the shiny new towers but the old part of the hospital. Nevertheless, I quickly saw that the old part was as clean as the new and sparkled just as bright. Looking for a reason to stay with my decision I wondered how was the staff. The staff started that day as usual with a huddle. The EVS staff was assigned to teams. The morning huddle provided needed information and allowed for questions. In speaking to the staff, they said they were very happy that Xanitos came in and they now feel proud of what they did. The supervisor was not behind her desk but this very professional young woman was on the floors checking in with staff, managers and patients. All I can say about the equipment is it is like comparing what we are using as a beat up Chevy Nova to a Mercedes. My mind was made up and after the support from their assessment team, not only was my mind made up, I became your biggest cheerleader.

Have all the promises that Xanitos made come to fruition in the time since October 1, 2009. Yes. I receive compliments from the staff that the hospital has never looked so clean. Our HCAPS scores for cleanliness of room and bathroom rose from 58% always to 70% in one quarter.

We have a happy staff and happy customers. At one time with another company, everyday I had at least three phone calls or emails complaining about the EVS service. Since October 15<sup>th</sup> with this group, zero. Please let any potential clients know they can call me for information on Xanitos. I would be happy to let them know how pleased we are.

Sincerely,

  
Kathy Kuchinski  
Vice President Quality/Patient Satisfaction  
(219) 877-1930

KK/lt