


Magee Rehabilitation
 *Jefferson Health System*

April 8, 2005

Van Fleisher
13800 Coppermine Road
Herndon, VA 20171

Dear Mr. Fleisher:

It is my pleasure to write a letter of recommendation for the Renoir Company. Magee Rehabilitation Hospital engaged the company for a 30-week period, to move the hospital to the next level in management accountability and use of data for decision making. The work of the Renoir Company has exceeded our expectations.

In my role as the Director of Marketing, my areas of responsibility were an area of focus for the Renoir Company project. The resulting close contact afforded me daily experience with the practices of the company. Though an experienced manager, my effectiveness has grown during this 30 week engagement, and I have gained tools and implemented processes to allow that growth to continue.

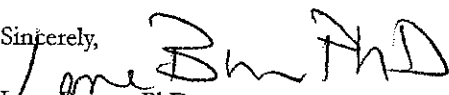
The three week assessment period was intense and time consuming, but the intelligence and skill of the assessment team made this a learning experience for the organization. The transition from the assessment team to the two person team that joined Magee for the full 30 weeks was smooth, and was impressive in the accuracy and depth of information conveyed from one team to the other.


The Renoir Company was engaged in teaching Magee staff and managers through every activity in which they were involved. In contrast to other companies who utilize work simulation for teaching new behaviors, Renoir uses the real work of the organization as a forum for demonstrating, coaching and developing new skills and behaviors in the management team. Consequently, the work of the organization is accomplished during the time that the training occurs. These accomplishments demonstrate the value of the new processes to even the most skeptical participants. Renoir's results at Magee are shown clearly on Magee's bottom line.

Accomplishing the goals of our hospital required change at all levels of the organization. The Renoir Company demonstrated facility in accomplishing change with all tiers of personnel, including top management. This required tact, persistence and wise counsel from the on-site team. The consistent, high-level professionalism of the Renoir Company members cannot be overstated. Company personnel were in all instances insightful, intelligent, and articulate in their feedback, support and guidance.

As our project comes to a close, our hospital has a stronger census, improved communication at all levels, and demonstrable results from organizational meetings. A culture change has occurred, and a part of Renoir's work has been to help us put in place the mechanisms to sustain that change. We plan to utilize the after-care option offered by the company, as we trust the product that they offer. We are delighted with the services provided by Renoir!

Sincerely,


Lane Brown, PhD
Director, Marketing

Magee Rehabilitation
 *Jefferson Health System*

April 7, 2005

Van Fleisher
13800 Coppermine Road
Herndon, VA 20171

Dear Mr. Fleisher,

The purpose of this letter is to recognize the outstanding work completed at Magee Rehabilitation Hospital by your company and in particular your employee, Mr. Omar Farooq. As you know, Mr. Farooq was the on-site Renoir leader for the 30 week project at Magee Rehabilitation Hospital, a 96 bed hospital for physical rehabilitation. While patient care operates by clearly defined and strictly monitored clinical protocols, similar rigor has not characterized our business functions. After 30 weeks, Mr. Farooq leaves us with growing clinical excellence, improved business practices, and a changing culture.

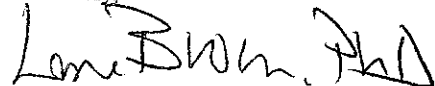
Contact with the assessing team gave our management team a sense of the company's data driven approach, and after some initial resistance and "reaction", we were won over. Mr. Farooq's first challenge was overcoming our disappointment that the assessing team would not stay on. He made quick work of allaying concerns and establishing rapport.

In my role as the Director of Marketing, my area of responsibility was a focus for the project. Though an experienced manager, my effectiveness has grown significantly as a direct result of Mr. Farooq's feedback and coaching. I have seen similar growth in colleagues at all levels in the facility.

The effectiveness of the project speaks for itself. The method employed by your company is clearly successful, when fully implemented. It is my observation that Mr. Farooq accomplished that implementation through personal and professional strengths. First and foremost is his utter clarity in communication. A close companion skill is that of tact, and the ability to create and sustain rapport. Mr. Farooq gives feedback, positive and negative, in a constructive manner. He conveys unvarying respect for others in his interactions, and this allows him to form alliances with all levels of staff. He has strong skills of observation and perception, and remains objective and data based in even contentious situations. Mr. Farooq creates and projects a sense of optimism and energy, and makes both qualities contagious. Guiding each of these strengths is Mr. Farooq's superior intelligence. Although his background is not in healthcare, Mr. Farooq quickly understood the demands of the environment, and the practical and creative nature of his suggestions demonstrated this time after time.

Mr. Farooq has exceeded every expectation that I had for the effectiveness of an on-site consultant. I believe that he is an individual of extraordinary talent, and I am grateful for his work in our institution. You are fortunate to have him as a part of your company!

Sincerely,



Lane Brown, PhD

Director, Marketing