


Magee Rehabilitation
 *Jefferson Health System*

April 7, 2005

Van Fleisher
13800 Coppermine Road
Herdon, 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.

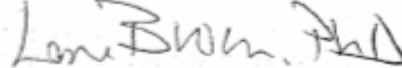
Contact with the assessing team gave our management team a sense of the company's data driven approach, and after some initial resistance and "reaction", we were won over. Mr. Farooq's first challenge was overcoming our disappointment that the assessing team would not stay on. He made quick work of allaying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