



June 30, 1998

Terry J. Tolbert
Regional Vice President
American Leadership
6401 Renwick Circle
Tampa, FL 33647

Dear Terry,

I wanted to take this opportunity to thank you for the positive, measurable results you have provided my organization through your process, Effective Personal Productivity.

The goals for my management team were to:

- Educate and train physicians regarding the Management Care database. Completed
Develop a checklist for priorities and organize successful Senior Celebration Completed
Gail 2 hours per week of uninterrupted planning/development time Completed
Develop 1998 Marketing Plan and implement grand opening for new hospital emergency room Completed
Develop and launch the UCH website Completed
Implement a physician integration strategy for UCH Completed
Merge the Planning and Property & Practice departments Completed
Learn the TSI to Module Level 5 Completed
Build 2 Renaissance Women's Center Underway
Analyze the ART results and add to current database Completed
Organize Labor & Delivery staff and reduce wait time per patient by 30 minutes Completed
Update the Standards Manual and have signed off by the end of facilitation Completed
Write the Compliance Program in the next 30 days Completed
Work with billing consultant's recommendations to recode and recover lost funds in Occ. Health Completed

After 8 weeks in the American Leadership process, your "Effective Personal Productivity" not only helped our team produce their goals, but we documented the following financial results from accomplishing these goals.

"My goal was to follow through on the recommendations and steps given to us by an internal billing consultant. By staying on task to follow these recommendations, through AL's process, UCH will recover hundreds of thousands of dollars this year."

"AL's process helped me identify the steps and timetables in implementing a physician integration strategy for UCH. During the 8-week facilitation, I was able to empower other team members to help me prepare a presentation for our Board. Our Board unanimously accepted this proposal, which will result in millions of dollars in increased revenues for UCH."

Thank you for assisting our organization and helping us stay focused to reach and exceed our goals.

Sincerely,

Calvin E. Glidewell, Jr.
Vice President

CEG:lmg