



0310 County Rd. 14
Del Norte, Co. 81132
719-657-2510
February 16, 2012

Jamie Martin, President
SigmaMed Solutions, LLC

Dear Jamie,

I wanted to write to let you know that I was very pleased with the Lean Six Sigma e-Master Black Belt Services (eMBB) you provided to our hospital over the past year. Although I have previously been involved in Lean Six Sigma projects, it was the first one presented to the staff at Rio Grande Hospital. It was very rewarding to see employees enthusiastic about the project but more importantly continuing to use those tools in other projects. I would unconditionally recommend your eMBB Services to any hospital hoping to improve in targeted areas or those wishing to embark on the journey to Lean Sigma Healthcare excellence.

The improvement project implemented at our hospital by your partner, Wray Paul, addressed a significant problem we had in our admissions process and made an improvement that improved patient and employee satisfaction. When the project started we measured a defect rate of 500 errors per 1000 admissions. The errors ranged from incorrect insurance numbers to inaccurate contact information and the effects cascaded down through our systems to cause a significant waste of time and money to fix the errors and then ultimately get reimbursed. This problem not only impacted our revenue position, but caused a tremendous amount of frustration and staff dissatisfaction within our billing department.

In three short months the team which was trained and mentored by Wray brought the error rate down from 500 to less than 5 errors per 1000 admissions. It is hard to estimate the amount of money and frustration this has saved us, but I can tell you that this one improvement project has made a difference at our hospital. Additionally the benefits have extended beyond the project, in that it has affected the way team members address issues they face in their day to day work. All of the original team members were eager to start on a second Lean Sigma Healthcare project and I can tell you that their enthusiasm has translated into an increased openness among hospital staff for improvement initiatives, in general.

Thanks so much for assistance and encouragement to train a core group on Lean Six Sigma approaches.
It was a great learning experience for my team.

Sincerely,

A handwritten signature in cursive script that reads "Arlene Harms". The signature is written in black ink and is positioned below the word "Sincerely,".

Arlene Harms
CEO