August 30, 2013

To whom it may concern

Ashford Presbyterian Community Hospital, founded in 1904, is a leading and precursor health institution in Puerto Rico accredited by the Joint Commission on Accreditation of Healthcare Organizations since 1958. El Presby currently has approximately 290 physicians, 780 employees and 195 beds to care for patients in practically every medical specialty and subspecialty.
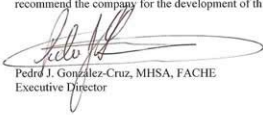
During the months from January to August 2013, along with the firm London Consulting Group we developed the **"LINK PROJECT" ("PROYECTO ENLACE")**, which included the areas of Billing, Collections, Registration, Use and Management of Materials and some of the most important achievements were as follows:

+ A **44% improvement** in the percentage of monthly dismissed days.
+ A **58% improvement** in the registration of deductibles in the emergency room.
+ A **20% improvement** in the collection of deductibles in the emergency room.
+ A **54% improvement** in the total average time of the case audit process.
+ A **42% reduction** in errors committed within the different registration areas.

Through the implementation of tools such as management indicators, cause ABC tables and control signals, it is easier to define action plans that allow us to focus our efforts on the areas that need it the most. Also, the management Skills Development seminars generate the impact and participation of the personnel to achieve a true cultural change towards the discipline required by the new work systems.

As a result of the implemented initiatives, we have assessed economic benefits that represent a return on investment (ROI) of **1 to 1** at the time of the project's completion and a projection of **3.7 to 1** after one year.

We appreciate the dedication and effort showed by the entire London Consulting Group team during the work performed in this project. Their methodology is highly effective and we gladly recommend the company for the development of this type of improvement project.

Pedro J. González-Cruz, MHSA, FACHE
Executive Director