

April 28, 2008

Joe Talamo
Divisional Vice President
Crothall Healthcare Inc.
55 Chesterbrook Blvd. Suite 300
Wayne, PA 19087

Dear Joe:

During the past year at Washington Hospital, we have had the benefit of Crothall's management of our Environmental Services Department. I would like to take this opportunity to formally communicate my continued satisfaction with Crothall's performance to date.

Our main goals in partnering with your organization were to:

- 1) Improve relationships between departmental management and the union workforce
- 2) Control expenses and
- 3) Improve patient and internal customer satisfaction

On the workforce goal, although there have been several very challenging circumstances; Crothall has maintained high standards for program development. The management team has paid close attention to the matter of employee relations in order to develop and sustain positive employee relations.

In the area of expense control, the management team continues to make recommendations regarding new processes and products that will maintain quality while reducing our expenses.

With respect to customer satisfaction, key customers have expressed their appreciation and commendations for the numerous improvements in the quality and consistency of the service. This is particularly true on the nursing departments. We have also seen an increase in our patient satisfaction scores from the Gallup Organization as patients rate the cleanliness of our hospital.

I have been very satisfied with the quality of the team which you have assembled, in particular Michael Haddix and the Director, Bob Marchionda. It is clear that the team has embraced the commitment and expertise of Crothall and is committed to achieving a high quality program. They also remain committed to being part of the Washington Hospital family and have not been viewed as outsiders in the organization.

I wish to thank you for your continued support and diligence in achieving your commitments. We look forward to a long-term relationship with Crothall.

Sincerely,



Colleen Allison
Vice President, Support Services & Risk Management
The Washington Hospital

cc Michael Haddix (via email)