



BAY MEDICAL CENTER

May 8, 2008

Mr. Mike Augustine, VP Patient Transportation
Crothall Services Group
955 Chesterbrook Blvd., Suite 300
Wayne, PA 19087

Dear Mr. Augustine:

In January 2007, Bay Medical Center, a 323 bed community hospital in Panama City, Florida made the decision to search for a better solution for their Patient Transport needs. The existing system was managed through the Logistics area using the Tele-Tracking System and was demonstrating an average TAT of 72 minutes per task. After an extensive review, the Crothall Corporation was selected as our partner and in May 2007 the transition began.

The selection process was lead by Rick Smith, VP, Behavioral, Outpatient and Support Services. The move to Crothall included the transition of all existing Bay Medical staff over to the Compass Group payroll. This effort was coordinated by Michael Hossary of Crothall, who was the Start-up Captain for Patient Transport. Following the start-up process, Michael Antonelli was placed as the Director of Patient Transport. Since that time, Bay Medical has enjoyed many successes including reducing the task TAT and improving the Press Ganey scores for Patient Satisfaction.

The current task TAT is hovering around the 24 minute mark, a huge improvement from the original time of 72 minutes and these times continue to trend down to meet our goal of 20 minutes. The mean score for Press Ganey has increased from 86.7 to 88.2. This increase also indicates tremendous improvement in our Patient Satisfaction. Crothall has also implemented a much improved Staff Training curriculum which has aided in the performance of our transport staff. The professionalism of the staff, including the uniform dress code, has also been a huge benefit and is reflected in the reduction of staff turnover from a pre-Crothall rate of greater than 100% to our present rate of less than 30%. As this is an entry level position, we are very pleased with this reduction. Several employees have actually moved from a transporter role to another role within Bay Medical Center. We appreciate this culture and promote it throughout our facility. Crothall has proven to be a great partner her at Bay Medical Center.

Sincerely,

Rick Smith
VP, Behavioral, Outpatient and Support Services
Bay Medical Center
Rismith@baymedical.org