



ASHFORD PRESBYTERIAN
COMMUNITY HOSPITAL

December 23, 2013

To whom it may concern:

Founded in 1904, Ashford Presbyterian Community Hospital (El Presby) is one of Puerto Rico's leading healthcare institutions and has been 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.

From September to December 2013, the London Consulting Group worked on PROJECT LINK (*Proyecto Enlace*) with our Physical Plant Department. As a result, we were able to achieve:

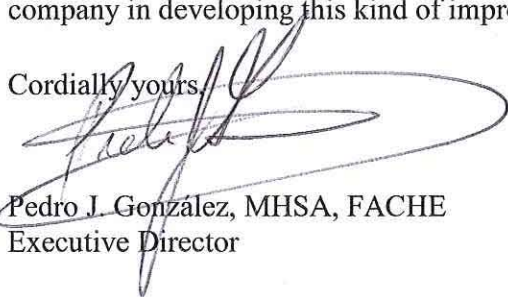
- A 90% improvement in the area's work registration and follow-up;
- A 90% improvement in staff productivity for the 7 to 3 shift;
- A 100% improvement in staff productivity for the 3 to 11, 11 to 7 and weekend shifts;
- A 70% increase in room maintenance performed by in-house staff.

Through the implementation of tools such as management indicators, cause ABC tables and control signals, it is now easier to define action plans that allow us to focus our efforts on the areas that need them the most.

As a result of these implemented initiatives, we have assessed economic benefits that represent a Return on Investment (ROI) of 1.1 to 1 after one year.

We appreciate the dedication and effort shown by the entire London Consulting Group team throughout this project. Its methodology was highly effective and we would gladly recommend the company in developing this kind of improvement project.

Cordially yours,



Pedro J. González, MHSA, FACHE
Executive Director





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From September to December 2013, several areas within the hospital joined forces with the London Consulting Group to develop PROJECT LINK (*Proyecto Enlace*). This included our Billing Department, Collections, Registration, and Materials Use & Management. As a result; we were able to achieve:

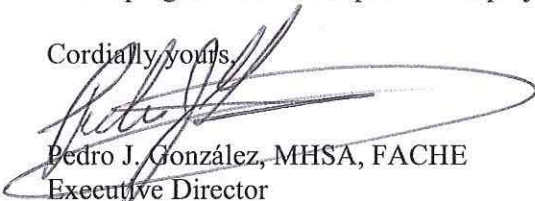
- A 54% improvement in the percentage of monthly denied days;
- A 100% improvement in emergency room deductible registrations;
- A 21% improvement in emergency room deductible collections;
- A 65% reduction in errors in the various registration areas.

Through the implementation of tools such as management indicators, cause ABC tables and control signals, it is now easier to define action plans that allow us to focus our efforts on the areas that need them the most.

As a result of these implemented initiatives, we have assessed economic benefits that represent a Return on Investment (ROI) of 1.65 to 1 at the time of the project's completion and a projection of 2.7 to 1 after one year.

We appreciate the dedication and effort shown by the entire London Consulting Group team throughout this project. Its methodology was highly effective and we would gladly recommend the company in developing this kind of improvement project.

Cordially yours,



Pedro J. González, MHA, FACHE
Executive Director

