

To whom It may concern:

**Diagnostic Centers and Advanced Medicine and Telemedicine and Medical Conference (CEDIMAT)** are considered among the most modern health institutions in the Dominican Republic, Central America and the Caribbean. We have 77 beds for different specialties and our equipment is the most technologically advanced and has the capacity to perform diagnostics or therapeutic procedures that no other center in the Dominican Republic is able to perform.

We would like to express our complete satisfaction with **London Consulting Group**, for the results obtained during the project carried out between the months of **August and October of 2013**.

During the project, different areas were addressed related to the Outpatient Flow, Inpatient Flow, Planning and Budgeting. The following are the qualitative and quantitative results obtained:

- A 54% reduction in patient's waiting time to be admitted to the hospital for any service.
- Through the implementation of controls, supervision routines, opening of communication channels and attention blocks, we were able to reduce the following for inpatients:
  - A 47% reduction of hospitality service time in rooms.
  - A 71% reduction in the time taken for the application of a test.
  - A 10% reduction in the time it takes for a patient to be discharged.
- With the formalization of controls and the follow-up of patients within the ambulatory areas we were able to reduce the periods of time elapsed for patient care as follows:
  - A 21% reduction of process time per patient in the imaging area.
  - A 26% reduction for patients in the Cardiology area.
  - A 31% reduction for Laboratory processes.
- Through the implementation of a shift model, we were able to reduce the service times at the Surgery and Specialties clinics by 13%.
- To make management personnel and supervisors aware of the importance of active supervision for personnel under their command through the management of effective tools that increase the operative results aligned to the organizational results.

The project concluded within the agreed timeframe surpassing our expectations and obtaining a return on investment of 2.1 to 1, therefore we have decided to initiate a second stage for the Purchasing and Warehousing, Operation Room and Human Resources areas.

Due to the aforementioned, we hereby highly recommend **London Consulting Group** as a consulting firm with the capacity of carrying out improvement projects that positively impact the entire organization.



Milagros Ureña  
General Director



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Director of Planning and Development