



August, 4 2016

To whom it may concern:

Hospital Episcopal San Lucas, Ponce, has over 100 years of service in the southern part of Puerto Rico. It offers specialized services in areas such as cardiology, pediatrics, obstetrics/gynecology, surgery, radiology/imaging, clinical lab, adult and pediatric emergency rooms, social services, and neonatal and pediatric intensive care units, among others. The Medical Faculty is composed by more than 350 members with their respective medical specialties and subspecialties. We recognize **London Consulting Group's Human Development** area for their excellent collaboration in the **Change Management and Management Development** of the participating personnel in our Project "OPTIMUS".

This program helped to reinforce the abilities of our personnel, specially in terms of **Methodology, Mindset and Leadership**.

Some of the most relevant activities carried out were:

▼ **Project's Communication and Change Management Program:**

- *With this initiative we were able to constantly keep the company's personnel informed and involved while promoting the appropriate values and behaviors for the project's development. Also, with the implementation of a "Team Commitment", we established the values, behaviors and attitudes that we want for our organizational culture.*

▼ **Strategic Coaching for Managerial Staff:**

- *During these one-on-one meetings, the participants received the support and guidance so that the knowledge acquired during the seminar's sessions could be applied effectively in their work areas.*

▼ **Management Skills Seminar:**

- *This seminar was composed by 8 highly dynamic and interactive workshops, which gave us the tools and techniques required to execute our tasks as a managerial staff in a more effective way. 35 of our leaders participated in these workshops, from directors to supervisors helping our hospital to create a culture of strategic and methodical management so that we can provide better service to all our patients.*

Without a doubt, this program was very important for our organization and we are evaluating to extend it to the rest of our management population. A better disposition towards change and the new acquired skills, have become key elements for our staff's development. Therefore, we reiterate our recommendation for **London Consulting Group's Human Development Area** for their professionalism, commitment and efficiency to execute a program of this nature.

Pedro F. Barez Clavell, MHSA FACHE
Chief Operating Officer



October 18, 2016

To whom it may concern

Dear Sirs:

Hospital Episcopal San Lucas Ponce has a history of over 100 years serving the south area of Puerto Rico which makes it the largest medical center in the region offering services specializing in cardiology, pediatrics, obstetrics and gynecology, surgery, radiology and imaging, in addition to a clinical laboratory, adult and pediatric emergency room, social work, and neonatal and pediatric care intensive care, among others. Our adult emergency room is visited in average by over 3,000 patients per month.

With the objective of improving the services offered to our patients that visit our emergency room, between March and October 2016 along with the firm London Consulting Group we carried out "OPTIMUS PROJECT" which included the optimization of the processes in the areas of Adult Emergency Room, Imaging Center, Clinical Laboratory and Respiratory Therapy.

During this period we achieved the following results:

- Reduction of the Turn Around Time in "Fast Track" by 33%.
- Reduction of the Turn Around Time in gurneys by 29%.
- A 60% reduction in emergency room elopement.
- Increase in the imaging center service level by 35%.
- Increase in Respiratory Therapy service level by 52%.
- Increase in the Laboratory services level by 7%.
- Implementation of Dashboards and Operational Reports allowing a management focused on results, an active supervision and a better customer service.
- Implementation of the governance model with periodic feedback meetings among the different levels of the organization (operative, general management and upper management).

These results combined with the training provided to the human resource on Management Skills Development, ensures the continuation of the work systems through a cultural change in the organization's staff.

London Consulting Group has met the expectations established at the beginning of the project, surpassing them and obtaining a financial benefit with a return on investment (ROI) to this date of **1.2:1** and an annual projected return of **3.9:1**.

Due to the above, we highly recommend **London Consulting Group** as a committed company with an excellent work methodology and highly professional that has the capacity of executing improvement projects that positively impact organizations.

Sincerely,

Pedro F. Barez Clavell, MHSA, FACHE
Chief Operating Officer