



FRANCISCAN HEALTH SYSTEM OF NEW JERSEY, INC.

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OFFICE OF THE PRESIDENT

St. Mary Hospital
Hoboken, NJ

St. Francis Hospital
Jersey City, NJ

Barbara Gerber
President
Devon Hill associates
1535 El Paso Real
La Jolla, California 92037

Dear Barbara:

It was a pleasure working with you as you conducted the mystery shopping tour at our hospitals. We have found the information to be extremely helpful as we plan customer service improvement. The information you provided us allowed us to focus on specific areas for improvement especially with our Gateway departments. Your approach certainly provided a new perspective of our operations.

Thank you for your thoroughness and responsiveness throughout the project. I look forward to working with you in the future.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rob Chaloner'.

Robert S. Chaloner
President & CEO

RSC/ahl