

SHARP
CHULA VISTA
MEDICAL CENTER

Barbara Gerber
Devon Hill Associates
1536 El Paso Real
La Jolla, CA 92037

Dear Barbara

Sharp Chula Vista Medical Center recently completed a Secret Patient Mystery shopping service project which you conducted. Our overall goal was to identify and eliminate barriers to good customer service and communication, which will lead to greater patient satisfaction and a positive first impression for our organization. We feel that your final report was detailed, thorough and extremely useful. In fact, we were absolutely fascinated with the abundant information that was provided. With this information we are now able to pinpoint specific areas in our organization to focus on. In addition, we will use this information to help make Sharp Chula Vista Medical Center more patient friendly.

The Mystery shopping project provided us a new and different perspective on our organization that we consider invaluable. Thank you for being so responsive to our needs. The project was well executed and we consider it to be an extremely worthwhile investment. We look forward to working with you in the future.

Sincerely,



Von Crockett
Chief Financial Officer
Sharp Chula Vista Medical Center