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Mark Kamin
Kamin & Associates, Inc.
6363 Woodway
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Dear Mark,

Shanah Tova! I apologize for being so tardy in writing this letter. However, I would hope in the spirit of the season you would find it appropriate to forgive me.

I want to thank you for your time and effort in making our Strategic Planning Retreat a success. Your novel approach to planning was a refreshing change from most of the other retreats I have participated in. It is very enlightening to start planning by figuring out exactly where you are ultimately headed. We have been making significant progress on working out all the metrics we are planning on tracing over the course of the next few years. Although, not everything is in place we have a clear sense of the important things to track.

A direct result of our planning session has been the initiation of several important performance improvement initiatives to address our long-term goals. The desire to be number one in surgical outcomes has taken us directly to the operating room. As you know we have had significant issues between surgery and anesthesia. To address this issue while attempting to improve patient outcomes we held all day team training for the entire OR staff. This was done with the help of the National Center for Patient Safety. This training has directly impacted patient care through the institution of preop briefings between surgery, nursing, and anesthesia in the OR. A direct result of these briefings has been improved antibiotic use and appropriate anti-thromboembolic prophylaxis (prevention of blood clots).

We have worked hard to improve both our inpatient and outpatient satisfaction scores. This has been done through the creation of a patient service representative who communicates directly with the patient and family to address problems and questions in real time.

I can go on and on with other initiatives we have begun as a direct result of our session. In short your stewardship of our strategic planning process has been invaluable in moving us toward our goal of being the number one surgical service in all of the VA. Thank you for your friendship and your support.

Sincerely,

David