

Ponce, Puerto Rico. September 2019

To whom it may concern,

Hospital Damas is a tertiary level hospital with over 150 years of experience. We are distinguished by our excellent and high-quality medical services, and our prestigious Medical Faculty, which provides services to Puerto Rico's southern region.

In order to maintain our high level of efficiency and customer satisfaction, we carried out, in conjunction with London Consulting Group, the CEMI project in the Beds Tracking department between April and September 2019.

During this project we were able to improve the coordination and communication of the department, as well as, substantially improve the tools needed to track the beds. The project yielded the following results:

- 64% reduction in the patient's waiting time. From Admission to Reception on the Floor (from 4.7 hours to 2.4 hours).
- 41% increase in the amount of patients who were attended in less than 3 hours.
- 69% reduction in the Catheterization patient's waiting times. From Admission to Reception on the Floor (from 7.5 hours to 2.2 hours).
- 79% reduction in the Operating Room's patient's waiting times. From Bed assignment to Reception on the Floor (from 3.4 hours to 0.7 hours).

Furthermore, we were able to consolidate the Managerial management through the automation of the Key Performance Indicators, as well as, through the new Management Model which was implemented using the consultants' proposed methodology.

London Consulting Group has maintained a high level of effectiveness throughout the implementation of our improvement project, and we will continue to employ their services in future projects.

We highly recommend **London Consulting Group** as a committed firm which has an excellent work methodology and highly professional personnel.

Sincerely,



Sr. Mariano McConnie Angel

Board of Directors - President
Hospital Damas, Inc.



Lic. María Mercedes Torres, MHSA

Administrator
Hospital Damas, Inc.