

EMORY HEALTHCARE

WESLEY WOODS

Wesley Woods Geriatric Hospital
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July 7, 2006

Hold
Peter
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letter

Mr. Clint Maun
Maun-Lemke Speaking & Consulting, LLC
8031 W. Center Road
Omaha, NE 68124

Dear Clint:

Thank you, thank you, thank you for the successful resurvey of our 250 bed skilled nursing home. We went from a significant number of DHR findings to full compliance in eight weeks with your and Cheryl Boldt's help. You and Cheryl using on site seminars and direction to unit managers got it fixed!

The single most remarkable change has been the morale and attitude of the staff, and I'm referring to front line, back office and leadership. Morale and attitude has soared. Your presentations on customer service, dealing with co-workers, and collaborating with one another to deal with the survey were easy to understand and fun. I had several employees tell me that in their decades of service at Budd Terrace they have never had a better in-service. My take is they could finally connect the dots. Previous behavior of bellyaching, moaning and groaning (BMG) only made the customer madder and their peers less prone to positive action.

By chance, the day of your first presentation I was stopped as I entered the auditorium. A very upset family member wanted to meet with the "Boss". I did not have the time to meet with her right then and there because I was introducing you to our staff. She and I set a meeting for the next day. She relayed to me many bad experiences that you use in your seminar. I let her know we had hopefully found the best consultants in the country to help us. Over a period of three weeks this family saw the transformation of Budd Terrace from the caterpillar into the butterfly. By the end of their stay the oldest daughter asked if she could apply for a job as she would love to work in an environment where the staff is so happy and dedicated to the mission.

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Cheryl got us organized. She stepped into a void of leadership and started organizing our reporting and monitoring systems. She knows the business better than any other we have engaged. Cheryl got us off square one and headed around the track. When on site she worked tirelessly as did our staff because they wanted to follow her lead. When off site she stayed in touch seven days a week via calls and emails. We always knew she was there to follow up and support us with direction. I regard Cheryl as the best I've ever met in long term care.

Again thanks for saving our reputation and getting the regulators off our back. You mean the world to us!

Sincerely,



Peter A. Basler, Jr.
Chief Operating Officer
Wesley Woods Center and
Center for Rehabilitation Medicine
Emory Healthcare