



December 10, 2010

Erin Doyle, President  
Data Solutions Plus  
P. O. Box 16024  
Asheville, NC 28816

Dear Erin,

We want to take this opportunity to express our gratitude for the integral part you've played in helping to make our 2009-2010 performance improvement initiative become a reality. A seedling of an idea came forth in June 2009 during a Lean Healthcare retreat. One of the hospital's nursing departments looked at a cumbersome paper-based process and decided to replace it with a completely computerized solution. Had it not been for your wonderful teaching in the Microsoft Access class, we would never have known what opportunities exist in the use of databases, or even how to begin dreaming of what one could look like to answer our need.

In September 2009 we contracted with you to build our database. After watching you invest much time, insight, expertise and persistence, we all finally saw the dream come true with our database "going live" in April 2010. The database, your support, and the ease of working with you during that 7 months, has far surpassed what we anticipated we might get in terms of work product, consultation expertise and customer service. We are completely pleased with our database and now are considering additional ways we might utilize databases to make our work processes more efficient and effective.

We've told you this so many times before, but what else can we say? You're the bomb!!! Many, many thanks for all you've done to make our little seedling of an idea into a well-rooted and mature electronic solution.

Sincerely,

Michelle Stillman, Director of Care Management  
Dorothy Porter, Quality/Performance Improvement Manager  
Bob Desotelle, CEO