

STONY BROOK



UNIVERSITY HOSPITAL  
*Smart Medicine. Expert Care.*

July 12, 2007

Michael Trama  
Stony Brook University Hospital  
Nichols Rd  
Stony Brook, NY 11794

*Office of the Director  
Chief Executive Officer*

To Whom It May Concern:

It gives me pleasure to write this letter for the Renoir Consultant Group. For the past year I have participated in a project for Stony Brook University Medical Center that involved the Renoir Consultant Company. My experience has been educational, inspiring and rewarding. I have been employed at SBUMC for 12 years and for the first time was able to see implementation of improvements globally. Renoir's approach of incorporating the "end users", utilizing their knowledge of processes and potential solutions to address department's needs was vital, along with utilizing the valued end users to implement positive change.

Renoir's success, in my opinion, is due to the cohesive atmosphere that they inspire between administrators and end users to develop action plans to improve processes. The approach to process improvement is based on providing financial and quality driven improvements. Renoir's commitments to the implemented improvements are sustained post completion of Renoir's contract secondary to the education, support and coaching built into their approach. One of the key components and approaches that separates Renoir from all other consulting firms is the delivery and the concern of sustainability.

I feel privileged to have been given the opportunity to work with these individuals and proud to have been part of the successes that they, in collaboration with the SBUMC team, have been able to implement at Stony Brook University Medical Center.

Sincerely,

A handwritten signature in black ink that reads "Michael Trama".

Michael Trama RN

STONY BROOK



UNIVERSITY HOSPITAL  
*Smart Medicine. Expert Care.*

July 12, 2007

*Office of the Director  
Chief Executive Officer*

Stony Brook University Hospital  
Stony Brook, New York, 11794

To Whom It May Concern:

It gives me pleasure to write this letter for the Renoir Consultant Group. For the past two years I have participated in two separate Stony Brook University Hospital projects that involved the Renoir Consultant Company. My experience has not only been educational, but inspiring. I have been employed at UHSB for over twenty three years and for the first time witnessed several improvements to long standing defunct processes. Through Renoir's approach by incorporating the "end users", and truly understanding the department's needs were able to sustain positive changes. Stony Brook University Hospital has hired many consultant groups in the past that recommended change that was needed but then never participated in the implementation phase.

Renoir's success has been working with the administrators and end users to develop an action plan to improve the functionalities across the department. Some of those include personnel that can even involve behavioral patterns. Via leadership "coaching" and continued follow-up successful changes were made. Renoir personnel encouraged, supported and coached those involved to be committed to the changes and educated them to continue the improvements once Renoir stepped away from these projects.

I feel privileged to have been given the opportunity to work with these individuals and proud to have been part of the successes that have been implemented here at Stony Brook University Hospital.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tony Intelisano', with a long horizontal flourish extending to the right.

Tony Intelisano

STONY BROOK



UNIVERSITY HOSPITAL  
*Smart Medicine. Expert Care.*

July 12, 2007

Margaret Basso  
Stony Brook University Hospital  
Nichols Rd  
Stony Brook, NY 11794

*Office of the Director  
Chief Executive Officer*

To Whom It May Concern:

It gives me pleasure to write this letter for the Renoir Consultant Group. For the past year I have participated in a project for Stony Brook University Hospital that involved the Renoir Consultant Company. My experience has been educational, inspiring and rewarding. I have been employed at UHSB for ten years and for the first time was able to see implementation of improvements globally in the institution. Renoir's approach of incorporating the "end users", utilizing their knowledge of processes and potential solutions to address department's needs was key, along with utilizing the valued end users to assist in the implementation of positive change.

Renoir's success, in my opinion, is due to the cohesive atmosphere that they inspire between administrators and end users to develop action plans to improve processes. The approach to process improvement is based on providing financial and quality driven improvements. Renoir's commitments to the implemented improvements are sustained post completion of Renoir's contract secondary to the education, support and coaching built into their approach. The Renoir model mirrors the saying "give a man a fish he will eat for a day, teach him to fish he will eat for a lifetime".

I feel privileged to have been given the opportunity to work with these individuals and proud to have been part of the successes that they, in collaboration with the UHSB team, have been able to implement at Stony Brook University Hospital.

Sincerely,

A handwritten signature in cursive script that reads 'Margaret Basso RN'.

Margaret Basso RN

STONY BROOK



UNIVERSITY HOSPITAL  
*Smart Medicine. Expert Care.*

July 9, 2007

*Office of the Director  
Chief Executive Officer*

Stony Brook University Hospital  
Annex B  
Stony Brook, New York, 11794

To Whom It May Concern:

I have been involved with Renoir Consultant Group for the past two years. The entire experience has been educational, inspiring and encouraging to improve process and efficiencies where it was considered impossible historically. Stony Brook University Hospital has hired companies in the past that suggested alterations needed but then never saw through with the indicated areas how to go about making those suggested changes.

Renoir's success has been working with the Administrators and end users to develop a plan to improve the functionalities of personnel and processes and then remaining with them until the changes were implemented. They encouraged, supported and enforced those involved to be committed to the changes and educated them to continue the improvements once they (Renoir) stepped away from the projects.

I feel privileged to have been given the opportunity to work with these individuals from Renoir and proud to have been part of the successes that have been put into operation here at Stony Brook University Hospital.

Sincerely,

*Christine Northam Schuhmacher*  
Christine Northam Schuhmacher