



Don Condit, Commissioner
Randy Zolman, Commissioner
Robert Poindexter, Commissioner
Anthony Gonzalez, Commissioner
Darrell Van Dyke, Commissioner

Mehdi Merred, CEO

November 14, 2007

Mr. Michael Rutz
Vice President/Marketing
6520 226th Place, SE Suite 200
Issaquah, WA 98027-8969

Dear Mr. Rutz:

I was disappointed that I did not get to meet you during your recent visit to Quincy. In the past I have always looked forward to the "delivery of the new policy" as an opportunity to visit with our WCC friends and express our deep appreciation for the long-standing relationship we have enjoyed. Having worked at the medical center since 1994, I have come to rely on the expertise and personal attention that we receive from people like Barbara McCarthy, Jon Layton and Kathy Sharley, as well as many others who have provided quality service to me, our administration and medical staff.

Sue Schultz is one of those "most valuable players" to Quincy Valley Medical Center. Over the years Sue has provided on-site training for our staff in areas such as Customer Service and Risk Management. Our Quality Improvement Coordinator relied on Sue's continuous input during the development of a program which would meet the State's review. Sue continues to provide insight regarding root cause analysis processes, policy development, HIPAA compliance, nurse education, EMTALA, and countless other topics.

Quincy Valley Medical Center has come through some challenging periods over the last ten years. Administrative turnover, nursing turnover, physician turnover and transition in our services have often left us with more questions than answers. I have come to rely on Sue's clinical knowledge, her ability to guide us through State Survey and licensing issues and her willingness to provide whatever resources we need to deliver quality healthcare. For a brief period of time, our general and professional liability insurance was obtained through a large company, purchased through a local broker. The coverage was adequate, but the customer service was non-existent. We had access to an 800 number and representatives who had never visited our facility, who were completely void of an understanding of the challenges we faced and our limited human/financial resources.

Thank you for many years of professional service to Quincy Valley Medical Center. And thank you for employing individuals like Sue who are the "face" of Washington Casualty Company. My role as Risk Manager is dependent on the guidance I receive from them; I look forward to another year of working together in this industry of both extreme challenges and exciting rewards.

Sincerely,

Glenda Bishop
Risk Manager