



Chelsea
Community
Hospital

775 South Main Street
Chelsea, Michigan 48118-1399
(734) 475-1311

Tom Dickenson, President and C.E.O. - FinCor Holdings, Inc.
Karol Wareck, RN, CPHRM, Group Vice President – The Risk Management &
Patient Safety Institute
Wayne Zach, CPCU – Vice President, Claims – MHA Insurance Company
MHAIC and The Risk Management and Patient Safety Institute
6215 W. St. Joseph's Highway
Lansing, MI 48917

Re: Testimonial for Quality Services Risk Management, Patient Safety and
Claims Services

Dear Tom, Karol and Wayne,

As a long term client (approximately 20 years) of MHA Insurance Company (MHAIC), I am proud to say that Chelsea Community Hospital's satisfaction has only grown deeper regarding the risk management, patient safety and claims management services of MHAIC. In simpler times of the '90's, MHAIC was a highly regarded resource. And, now, as we face greater legislative demands, increasing regulatory scrutiny, and the challenge of balancing patient safety disclosure and claims resolution through the pre-suit or litigation process, MHA Insurance Company is truly invaluable. The expertise and responsiveness of Risk Management Consultants, such as Debra Cooper, and the skill and support of Claims Consultants, such as Nancy Bertels, bring great value to getting the related jobs done at a high quality level. Your provision of educational programs and printed resources are of the highest caliber. Your staff throughout are approachable and able to provide support in obtaining needed information. *Thank you for having a team of excellence!*

Very Sincerely,

Patti J. Magyar, RN, MSN, JD
Hospital Counsel

cc: Debra Cooper, RN, MSN, MBA/HCM, CIC, Senior Risk Management Consultant
Nancy Bertels, BA, AHRMQR, Claims Analyst