



**HENRY  
COUNTY  
HOSPITAL**

YOUR PARTNER FOR LIFE

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September 17, 2008

Mr. Bill Nattermann  
FinCor Solutions  
6215 West St. Joseph Highway  
Lansing, Michigan 48917

Dear Mr. Nattermann:

I would like to take this opportunity to thank you and the other staff members at FinCor Solutions for the great customer service, risk management support, and competitive pricing on insurance products. Over the course of the last five years that FinCor Solutions has served as Henry County Hospital's insurance provider, I continue to be impressed with the professionalism and service provided from all the staff. All inquiries are responded to in a timely and responsive manner.

During the course of our relationship, I have had the opportunity to have the staff provide a risk management review of both the obstetrics department and emergency care services, which resulted in the improvement of the processes and services provided through these two service lines. The suggestions and recommendations made were realistic, appropriate, and accompanied by useful suggestions in how to make meaningful improvements.

In addition, the hospital has worked with the litigation staff during the defense of medical malpractice cases. The staff at FinCor has provided consistent communication, balanced discussion, and meaningful advice. The defense of the cases was approached using a team concept, bringing experts to discuss and develop an approach, which was acceptable by all involved.

Finally, the annual risk management seminar is an example of 'best in class'. The presentations are always thought provoking, cutting edge, and filled with meaningful takeaways. Please express my appreciation to the staff at FinCor. I look forward to a continued relationship that places patient quality and safety first.

Sincerely,

Kimberly H. Bordenkircher  
C.E.O.  
Henry County Hospital

**MISSION:** *Henry County Hospital is dedicated to the community with personal attention to meeting the healthcare needs of today and tomorrow.*

**VISION:** *We will partner with the community to promote health in mind, body, and spirit, by exploring new and innovative services.*

**VALUES:** *We are committed to each other and the community through:*

- Stewardship and cooperation;
- Continual learning and innovation;
- Personalized Services and a family focus.