

March 31, 2014

Dear Jeff,

Want to extend my thanks to you and the entire team at Tri-State Parking for the exceptional service that you have provided to The Christ Hospital. Since 2009, you have assisted us in elevating the level of services that we offer to our patients, visitors, and to our employees.

I especially wish to recognize the efforts of your team during the past 18 months. The addition of our Joint and Spine Center along with the transformation of the entire campus is a wonderful opportunity for the network. Your work in helping us to valet park more than 250,000 cars per year as well as providing van shuttle services has been an immeasurable asset.

Your team has demonstrated the highest levels of customer service. They have ensured that even during the challenges of an incredibly large construction project, we continue our tradition of providing the finest patient experiences coupled with our exceptional clinical outcomes.

Your team has been instrumental in ensuring that our organization continues to be recognized nationally as one of Press Ganey's top performing hospitals in the area of patient satisfaction.

My deepest appreciation and thanks to you and your team for all that you do every day,



Deborah M. Hayes RN MS MSN-NI NEA-BC
Vice President
Chief Hospital Officer /Chief Nursing Officer