

October 10, 2007

Lab Accreditation Consultants, Inc
Santi Kommareddi, MD, FCAP
90 East Second Street
Chillicothe, Ohio 45601

Dear Santi:

It has been a pleasure to work with you and your company during this past year as you helped our laboratory prepare for our bi-annual JCAHO laboratory survey. As you know, the outcome was very successful! A regulatory survey of this type is very rigorous for a small rural hospital especially since we had a new laboratory manager in place. Your patience was instrumental in our success. I really appreciate the individual time you took with our employees to guide them through the process, which often included the rationale. The feedback from staff was very positive and your methodical process provided a framework that can be used for future surveys. I was impressed that you followed-up in the months post-survey to make sure we had the needed tools and knowledge.

Thanks for being there for us,

Patricia Ketterman, RN, DNSC, CNAA, BC
Administrator, Baptist Hospital of Cocke County