



May 9, 2011

To Whom It May Concern:

CHRISTUS Health has been using Strategic Programs, Inc. to administer all of our exit interviews since 2000. We are completely satisfied with the services of this company. The most important aspect of our satisfaction is that Strategic Programs, Inc.'s employees model the values of our healthcare ministry – Dignity, Integrity, Compassion, Excellence, and Stewardship. Alignment with our Core Values is the reason we continue to do business with Strategic Programs, Inc.

Service is also a high priority. All of our requests are met timely and efficiently. We have very few requests as most of our needs are met before we even realize we have a need. Our expectations are consistently exceeded. Responsiveness and collaboration would describe the team at Strategic Programs, Inc.

The information that we receive as a result of the exit interview process allows us to assess our ministry at many levels. The team at Strategic Programs, Inc. is able to synthesize all the data and report to us what is meaningful and important. We always look forward to the reporting sessions. In addition to being able to show us what is important, the team also is knowledgeable about best practices across their customer base.

I would highly recommend partnering with Strategic Programs, Inc. They are a company of high integrity.

If I can answer any further questions, please feel free to contact me at 281-936-3352.

Sincerely,

A handwritten signature in black ink that reads "Lisa M. Reynolds". The signature is fluid and cursive, with the first name "Lisa" being the most prominent.

Lisa M. Reynolds
System Director of Organizational Effectiveness