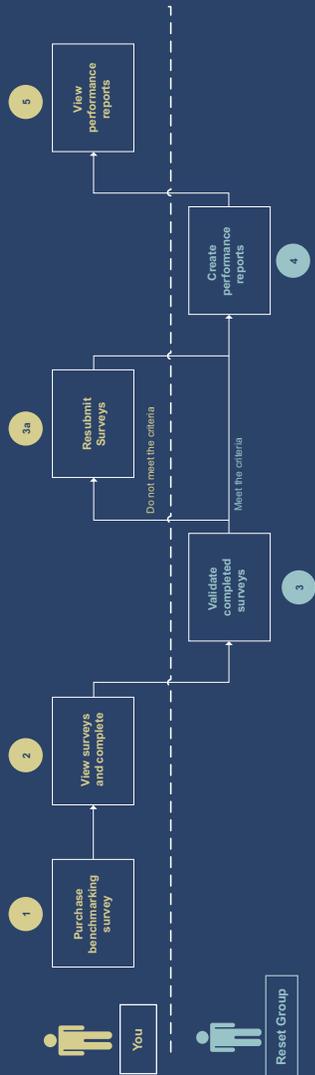


How to participate



Cost of this study – your investment for a potentially huge return

This study costs just \$1,995 (including sales tax) but could bring returns that far outweigh the cost.

How to participate

- Sign up at www.resetgroup.com
- Purchase the study
- Submit the completed survey online
- View your customized performance report after Reset Group has processed the data.

Find out more about the study

You can find more at www.resetgroup.com or call us at (310) 929-5795 if you have any further questions before participating in the study

We look forward to the prospect of partnering with you.

Yours faithfully,

Chris Bishop
 Director Global Benchmarking
 Reset (United States) Limited
 PMB 281, 1171 S Robertson Blvd
 Los Angeles, CA 90035

Global Hospital Support Service Benchmarking - US Study

Participate in the Global Hospital Support Service Benchmarking Study



“We proved areas of under-investment to our Board...it gave us independent information for our business cases to improve our IT efficiency”

Craig Green, CIO, Public Trust.



Identify those performance gaps and improve your cost-effectiveness

The 2007 Health Support Services Benchmarking Study is the fourth study undertaken since 1999 to compare the efficiency of hospital support services...

Would you like to know what areas of your organization to invest in to get the best 'bang for your buck'...solid data to validate your investment decisions or convince senior management?

This study could be a real eye-opener...finding those effective practices that could save you costs or release big gains in productivity.

Find those cost-efficiency gains expected by your management and stakeholders.

“Reset Group should be congratulated for their leadership in facilitating this study...it gained much value for the participating hospitals.”

Caroline Boyd
Benchmarking Director, District Health Boards New Zealand



Key benefits from previous benchmarking studies

- Reduced costs from using centralized vehicle booking
- Operating more efficiently by maximizing economies of scale and using contractors
- Foreseeing risks and responding before problems arise by planning around local trends
- Reduced orderly turnover by offering effective training programs and qualifications
- Increased cost-efficiency by finding where best to use in-house staff versus outsourcing to contractors

Specific figures based on first-hand industry data, closest to your size and locality

We give you the value of first-hand industry data direct from partner organizations, not just publicly available figures used by other benchmarking companies. We drill down to specific performance indicators like...linen and laundry cost per lb of laundry, maintenance hours required weekly per 328 sq ft of buildings, total Inventory Management FTEs as a percentage of total Support Services FTEs, and many more. The support areas include:

- Finance
- Information and Communication Technology
- Laundry and Linen Services
- Orderlies
- Security
- Transport
- Ground Maintenance
- Engineering and Building Maintenance
- Human Resources
- Inventory
- Food Services
- Domestic Cleaning.



Benchmarking where you can be assured that 'apples are being compared with apples'

Some benchmarking studies don't compare your performance metrics very relevantly or accurately with industry figures. At Reset Group, our analysts will 'sanity check' and review your survey results to ensure accurate and relevant comparisons are being made with your industry metrics...with rigorous quality control.

A customized performance report – giving you the tools to effect positive changes

Your report will include:

- Performance comparisons between your company and the industry
- Identification of best practices of other organizations
- Identification of possible areas for improvement
- Advice on how to make positive changes in your hospital support services
- A suggested implementation and evaluation plan.

What about confidentiality of sensitive commercial information?

All survey results collected are kept strictly confidential. In no way will any organization be able to identify the results of another organization. Quantitative reports will be limited to number ranges only for each performance metric. However, your organization will be invited to present their best practices to other organizations if it is identified as a top.

We don't just offer you validated survey results... we provide solutions to assist you effect change

Relevant accurate survey results are just the basic service we offer. We can also offer you complete value-added solutions. Our analysts can walk you through any part of the benchmarking process you need assistance with, including gathering of data, writing business cases to get funding approval, and implementing changes.

“We used the 2005 study to improve the way we managed orderlies and lowered our staff turnover”

Cathy Ward Capital & Coast District Health