



## Here's What We Did

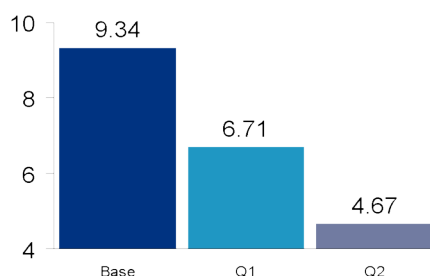
### For Medical Center of Central Georgia

"This was one of the most positive processes I have participated in and I have worked with a lot of consulting firms. I particularly liked the way they helped to change the culture into one where people take ownership of the process."

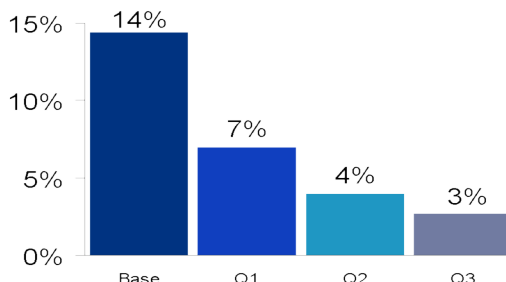
Barb Stickel  
Senior Vice President  
Chief Nursing Officer

- 96% Ranking Patient Satisfaction
- 30% Improvement in Labor Productivity
- \$12M Improvement in New Operating Income

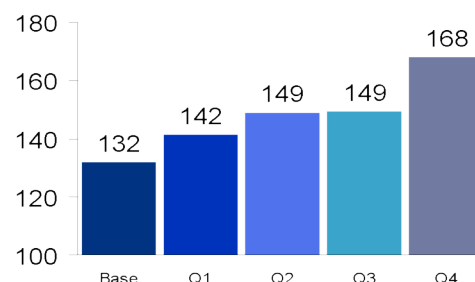
ED Length of Stay in Hrs



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