

REFERENCES

Healthcare References

The following individuals have graciously agreed to be references for Reliability Center, Inc. (RCI) on behalf of their experiences utilizing our PROACT® methodology training and software products. We appreciate their willingness to do so on behalf of their systems.

"I believe it drills down to what is expected by JCAHO"

"I believe it has many advantages such as, consistency and uniformity in the method and reporting; knowledge of the software can expedite reporting up to the HSO ..."

Libby Enz
Sr. Risk Mgr.
Bon Secours Richmond Hospitals
Telephone: 804-764-6397
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"My three teams have found this product to be helpful in first directing them to analyze the entire process, to perform FMEA scoring and the identification of the significant few"

"They (my teams) find this product real easy to use, does not require the detail and time of Six Sigma projects, and helps direct the path of the team to improved resolutions. It is recognized Six Sigma projects are needed, but it is felt the time and detail is not needed for all projects"

"The generated report makes a nice presentation."

Charlie Johnston
Admin. Dir. - Pharmacy
Bon Secours Richmond Hospitals
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"It was one of the most enjoyable educational sessions I have (ever) attended."

"Bob and Roger were terrific. The whole experience was great - and painless. I actually enjoyed the entire experience."

Arlene Feinstein
QM/RM Coordinator at UMH
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Arlene.Feinstein@medstar.net

Wonderful system! Presentation was done in a very consistent manner giving a good overview of system and capabilities. The real case scenerio exercise was a good way to bring it all together.

Pam Grant
Risk Management Coordinator
MedStar - Union Memorial
Telephone: 410-554-2293

"I have found the Proact software to be user-friendly. I have been involved with manual FMEA discussions in the past, and your software has decreased the time to do this type of analysis dramatically. I also like the report format in which we see the results of our analysis. We were able to focus our change process on the top 2 or 3 problem areas and did not need to do a RCA."

"Overall, Proact has been very helpful in our decision-making process."

Rebecca J. Collins, Pharm.D.
Assistant Professor of Pharmacy
Virginia Commonwealth University
MCV Campus
Telephone: 804-828-2296
rjcollins@vcu.edu

"We have gotten so much more from our analysis using PROACT. What was usually a long drawn out process has been significantly streamlined. Using the program has been a great educational tool for our organization from the clinical side to hospital information system analysis to maintenance engineering."

Anne Flood
Director Risk/Quality
UMH
201 E. University Parkway
Baltimore, MD 21218

My work team and I found the product to be very useful and user-friendly. The software enabled us to cut our work time in half and we ended up with a detailed and nicely formatted finished product including flowchart, graphs and worksheets.

Stephen A. Craig
Memorial Regional Medical Center
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