

# HARVARD MEDICAL SCHOOL

Carol A. Warfield, M.D.  
Associate Professor of Anaesthesia  
Director, Anesthesia Review and Update



Mailing address:  
Beth Israel Hospital  
330 Brookline Avenue  
Boston, Massachusetts 02215  
(617) 667-5558  
Fax: (617) 667-5013

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Ira Wolfe, M.D.  
Success Performance Solutions  
136 West Main Street, Ste. 200  
Leola, PA 17540

Dear Dr. Wolfe:

I am writing to sincerely thank you for the tremendous assistance you afforded our group here at Harvard Medical School. As you know, after the merger of the Beth Israel Hospital with the Deaconess Hospital here in Boston, we were in dire need of assistance to improve morale, reduce turnover, help recruit staff and maintain and improve the quality of our services. What a wonderful change you and Dr. Chuck Coker was able to make in only two days! Morale immediately improved and our staff suddenly felt vested in our organization, motivated to improve, in control of their own future and indeed enthusiastic about their workplace. Not only did you help us identify critical issues confronting the department as well as opportunities but created an action plan for immediate results within the department, which would also encourage collaboration with other departments. You took a rather skeptical, frustrated group of professionals and generated hope, focus and optimism within a very short period.

Many thanks again for your very professional, innovative and highly successful program which far exceeded our goals and expectations. I have already recommended your program to other departments here at Harvard Medical School and will continue to do so.

Sincerely,

A handwritten signature in cursive script, appearing to read 'CAW'.

Carol A. Warfield, M.D.  
Director  
Arnold Pain Management Center

CAW/rm