

Children's University Hospital, Temple Street,
Dublin 1, Ireland.

Telephone 878 4200 • Fax 874 8355 • www.cuh.ie

4th September 2006

To whom it may concern,

Meridian Productivity Ltd was contracted by the Children's University Hospital, Dublin, Ireland in January 2005 following a regional review of outpatient services commissioned by the former Eastern Regional Health Authority (also carried out by Meridian Productivity). The scope of the project included implementing a re-designed capacity model and full management control system, devising key performance indicators and the improved utilisation of outpatient facilities.

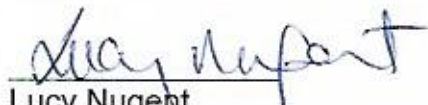
The project required that Meridian worked with a range of hospital personnel including consultants, nursing staff, management, administrative and clerical staff. At all times I found the Meridian staff to be courteous, patient, flexible in their approach and understanding of the unpredictable nature of healthcare. They were effective communicators on all levels and clear and unambiguous in their dealings with the hospital. Effective and productive working relationships were established very quickly with the project team and all hospital staff.

A well defined project plan was given to the hospital with realistic goals and timeframes agreed. The project was delivered on time and within budget with sufficient follow up support provided by designated Meridian staff.

A year post project completion tangible results can be reflected in a reduction in DNA rates from an average of 27% to 17%, increased attendances of 62,000 in 2005 compared to 58,000 in 2004 with no extra resources required.

I would have no hesitation in recommending Meridian Productivity Ltd. Please contact me if you require any further information.

Yours sincerely,



Lucy Nugent
Patient Services Manager
lucy.nugent@cuh.ie