



COOSA VALLEY
M E D I C A L C E N T E R

Glenn C. Sisk
Chief Executive Officer

August 11, 2011

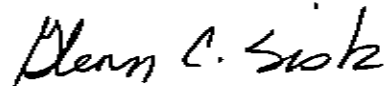
To Whom It May Concern:

Coosa Valley Medical Center (CVMC) is a 249 licensed bed facility located 40 miles southeast of Birmingham, Alabama. Our organization has a longstanding history in the community, having served this region for greater than sixty-six years. As with many hospital organizations, the Emergency Department is often considered the front door to each respective facility. That has certainly been the case in the life of CVMC and throughout our history the department has not contributed to a favorable and improving reputation for our overall operations. While our issues will likely sound familiar, we experienced a tremendous volume of complaints related to length of stay, poor communication, and challenging medical staff relations. We ultimately made a decision to separate from our previous staffing company and engaged with Pegasus Emergency Group on November 2, 2009. The resultant change has been dramatic. I would further state that very few, if any, times during the course of my career have I seen such an intense focus toward driving results that has provided such image improvement in our organization.

Pegasus has demonstrated the capability to drive favorable statistical changes while maintaining a culture among its physicians and our support team that has continuously improved. To share a few specific and measurable details, prior to Pegasus CVMC experienced Length of Stay continuously for discharged patients at approximately 2.1 hours. We have seen that metric now reduced to 1.6 hours over a sustained period of time. Our Left Without Being Seen Rate (LWOBS) was near 2% and since Pegasus arrival has now been reduced to .6%. From an Administrative perspective it has been refreshing to see complaints diminish dramatically while volume has increased favorably. Fiscal year 2011 represented our highest volume in history eclipsing the 31,000 visit mark which outpaced our previous highest year by more than 3,000 visits. I attribute much of this success to the change in medical staff leadership in our department. Pegasus remains intensely focused on treating patients in an emergency setting as Board Certified ED physicians should do. They do not operate our department as an Internal Medicine or Family Practice Clinic. They have also maintained collegial and committed relationships with our Administrative Team and Board of Directors continuously offering their support for hospital-wide initiatives.

It is without reservation that I recommend the Pegasus Emergency Group. I welcome any inquiries you may have and would enjoy the opportunity to discuss our ongoing success story.

Best regards,

A handwritten signature in black ink that reads "Glenn C. Sisk". The signature is written in a cursive style with a prominent initial 'G'.

Glenn C. Sisk
Chief Executive Officer