



QualPro Partners with Blount Memorial Hospital To Improve Patient Satisfaction

304-Bed Medical Facility to Implement Process Improvement with MVT® (Multivariable Testing)

Knoxville, TN – May 12, 2006 –QualPro, Inc. a process improvement company that has helped Fortune 500 companies like DuPont, Cingular, and Circuit City enhance efficiency using its mathematically proven MVT® methods, has partnered with Blount Memorial Hospital to identify and implement ways to improve patient satisfaction. Blount Memorial is a 304-bed, acute-care hospital operating 15 facilities that service a five-county area. QualPro, based in Knoxville, has worked with more than 1,000 corporate clients over the past 24 years.

Helping Blount Memorial Hospital to identify and implement ways to improve patient satisfaction, QualPro anticipates such results as increased productivity, better use of resources, and greater efficiency, which will allow the hospital to provide improved patient care. The six-month project will focus on both the emergency department and operating rooms at Blount Memorial.

QualPro's MVT® process will enable Blount Memorial to simultaneously test many improvement ideas, individually and in combination, and rapidly determine their impact on productivity, efficiency, and patient/physician satisfaction. MVT® has been successfully implemented in thousands of business operations, including retail, manufacturing, human resources and even the military. It is the only process improvement approach that consistently delivers rapid results.

Improvement ideas will emerge through two primary means. First, QualPro will analyze historical data and identify any high-potential test factors that may have worked in the past. Second, QualPro will lead brainstorming sessions with groups of Blount Memorial personnel, doctors, and even patients to generate new ideas. Brainstorming will include medical, nursing, and support staffs along with executives, patients, and other personnel who have knowledge of the processes.

After improvement ideas have been extracted, QualPro consultants will work with Blount Memorial personnel to use the MVT® categorization process to narrow the test ideas to only those that are Practical (easy and safe to test/implement with current resources), Fast (quick to implement with current resources), and Cost-Free (no increase in operating cost or capital). The idea generation process will also include a thorough

safety check by appropriate medical personnel to ensure that there are no risks to patient safety. Test ideas would likely include a number of items from each of the following areas and more:

- Scheduling (e.g. scheduling procedures, doctor/patient notification, triage process, etc.)
- Preoperative Care (e.g. paperwork, equipment set-up, patient prep, etc.)
- Communications (e.g. hospital to physician, hospital to patient, physician to patient, etc.)
- Environment (e.g. location of patient waiting before/after care, waiting area amenities, etc.)
- Postoperative Care (e.g. room clean-up, restocking, etc.)
- Staffing (e.g. schedule, assignments, training, motivation, etc.)

The emergency department and operation room units will execute two rounds of MVT® experimentation each, which will be carefully monitored and evaluated by QualPro professionals to ensure that they are implemented effectively.

"I am excited about MVT because we will be testing multiple ideas at the same time and discovering what will work here," said Dr. Samuel D. Evans, Medical Director at Blount Memorial Hospital.

About QualPro

QualPro Inc. is in its third decade of helping businesses improve their results through its unique process improvement technology. After working with more than a thousand organizations around the world, QualPro has helped clients in every industry to better satisfy their customers, improve their bottom lines, and strengthen their competitive positions.

QualPro's success can be attributed to its MVT® methodology and unique implementation approach, which identifies actions that a company can take to dramatically increase sales, reduce cost, and improve quality in only a few weeks or months. For more information please visit www.healthcaremvt.com or call 1-800-500-1722.

About Blount Memorial Hospital

Since 1947, Blount Memorial has been providing health care to the people of East Tennessee. Blount Memorial is committed to providing the best possible health care with top-flight physicians, comprehensive services and advanced technologies that are close to home.

Blount Memorial is rapidly changing to meet the health care needs of its growing community. For more information about services and specialties, please visit www.blountmemorial.org.

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