



To Whom It May Concern:

Incentive Services and the University of Maryland Medical Center have been working together to motivate and engage the UMMC workforce to achieve business goals. In this process, UMMC has implemented the Incentive Services Technology Platform to integrate the various recognition and performance initiatives into one comprehensive platform. This has helped to align the Executive Team and Management behind one comprehensive strategy of performance improvement, which has helped UMMC achieve the following...

- America's Best Hospital by US News & World Report
- Solucient's 100 Most Improved Hospitals

In addition, UMMC has realized the following increases in survey scores...

- Patient Satisfaction has increased 20%
- Employee Satisfaction has increased in nine categories, with the most improvement in (1) immediate supervision, (2) performance management, and (3) employee engagement

Regards,

Donald E. Ray
Vice President, Operations
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