

January 18, 2010

Cary R. Templin, MD  
951 Essington Road  
Joliet, Illinois 60435

Dear Dr. Templin,

We would like to formally acknowledge the many ways in which you contribute to the patient and family experience here at Provena Saint Joseph Medical Center. As you are well aware, patients assume your technical aptitude and cognitive intelligence, but what seems to distinguish you from other physicians is your unique ability to connect emotionally with patients and communicate in a way that is supportive and informative.

In reviewing our patient satisfaction data over the course of 2009, the patients surveyed consistently cite you as "excellent" (83% of the time) on the following indicators:

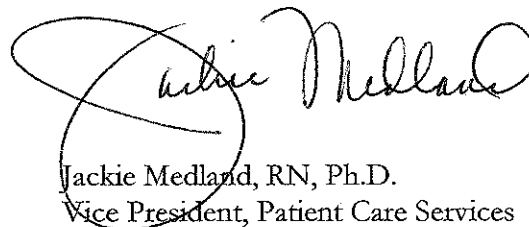
- Overall teamwork between doctors and nurses
- The quality of care
- Courtesy/consideration shown
- Instructions/explanations of treatments/tests
- Involvement in decisions about care

It is an honor to have you as a member of our Medical Staff. You are serving our patients in a way that promotes our values of respect – integrity – stewardship and excellence in everything you do.

Respectfully,



Gary Plundo, DO  
Chief Medical Officer



Jackie Medland, RN, Ph.D.  
Vice President, Patient Care Services

cc: Stefan Nemeth  
Jeff Brickman