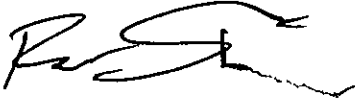


To Whom It May Concern:

I have been fortunate to have had the opportunity to know and work with Suzanne Hoonan since late 1983. Over the past 28 years, Suzanne has supported and provided primary guidance to me for significant organizational and leadership development initiatives in four separate, national multi-site enterprises in the healthcare industry, all of which have been extremely successful.

Suzanne's in depth business knowledge coupled with her keen insight regarding personal and cultural characteristics have provided unique value to me and my fellow senior leaders, enabling us to positively impact our leaders in a dramatic way. Suzanne is an excellent communicator and she quickly establishes rapport with individuals at all levels of the organization. Her facilitation and presentation skills are excellent.

Organizations wanting to effect positive change within their cultures and who want to ultimately grow their business will benefit from Suzanne's insight and keen understanding of business and economic dynamics. She is able to quickly facilitate senior leader discussions to enable enterprises to maximize their impact on target markets.



Ric Shriver
Vice President, Human Resources
HCA North Florida Division