

July 16, 2010

Letter of Reference

To whom it may concern:

I am writing this reference letter for Sunny Saran (with e2o Health) for performing a workflow assessment in preparation for an EHR Implementation.

Sunny was involved in the team that performed discovery of various workflows that were followed at our two sample clinics (UCLA Health Brentwood Clinic, UCLA Health Geriatric Clinic). The purpose of the work was to engage outpatient physicians by determining the MD workflow that could be improved with an EHR.

Through substantial observation and interviewing, Sunny and the discovery team were instrumental in assessing the workflows at these two clinics and they helped us identify several redundancies across various teams that work in the clinics. They developed high level process maps showing the redundancies in the process steps and information flow as well as a summary of opportunities.

This information has been shared with the UCLA Health System EHR executive steering committee to highlight outpatient opportunities. I appreciate the dedication and the effort put in by Sunny Saran to help us with our workflow assessment.

Regards,



Becky Christie
Performance Excellence
Sr. Project Manager