

Dt: 07-01-2010

Letter of Reference
RE: Saran Sunny, e2o Health

To Whom it May Concern:

I am pleased to have the opportunity to write a reference letter for Sunny Saran of E2o Health. Mr. Saran and his two colleagues recently performed a very successful Clinical workflow assessment for the UCLA Health System in anticipation of our implementation of a comprehensive EHR.

Mr. Saran and his teammates accurately assessed the clinical workflow, beautifully documented these workflows in both tabular and graphic formats, and identified important variations in the clinics' operations and opportunities for improvement.

His work has already proven very useful in documenting the EHR project by demonstrating some existing clinical and administrative inefficiencies and how an EHR might enhance the work of the Health system.

The workflow assessments were performed at two UCLA outpatient clinics. One is a member of our Community Physician Network; the other is a teaching clinic located on the UCLA campus. These clinics were chosen because they represent two very different t outpatient settings having distinct clientele, organizational structures and clinical processes.

We appreciate the dedication, effort and skill with which Sunny performed these important workflow assessments and analyzed their clinical and business implications.

Sincerely,



Michael Herbst, MD
Chief Clinical Computing & Privacy Officer