



Grady Health System

**P.O. Box 26208
80 Jesse Hill, JR. Drive, SE
Atlanta, GA 30335-3801**

June 14, 2006

To: Whom It May Concern

Re: Karen Young, MPM, CSSBB, C(ASCP)SC
Grady Health System

I am writing to verify and confirm the excellent record of service, which Ms. Karen Young has achieved over the past eight (8) years with the Grady Health System. Karen started with the Grady Health System chemistry department in April 1973 and in May 1999 became Supervisor of the Toxicology and Protein Chemistry sections of that department. Due to her hard work and commitment she attained six sigma qualifications, knowledge she used selflessly to help the Materials Management department. Since that time, I have worked closely with her as she has progressed to increasing roles of responsibility within the institution.

Ms. Young makes a good impression on people; she is dependable, prompt and detail oriented in the handling of her position. Her attitude is one of genuine concern and caring, and her commitment is total. Ms. Young shows a consistent attitude of taking pride in her work as well as continued efforts to please her customers.

I would like to emphasize some of Karen's attributes:

- Cost conscious – always performs at or below budget
- Excellent conflict resolution skills
- Demonstrates excellent leadership
- Possesses an overall grasp of healthcare policy and direction
- Effective negotiator
- Resourceful in assembling key components to achieve results

Karen brings a very personable and effective management skill set to bear on every assignment given to her. She is a very well respected manager within the Health System and her longevity is a testament to her flexibility and willingness to work not only hard but also smart in every capacity she has held. She has demonstrated an excellent grasp of key management techniques and strategies in effectively getting the job done. Further, her analytical and communications skills have made her a very popular colleague with the management staff of the institution, and her subordinates.

Finally, Karen is very dedicated to the mission and vision of the Grady Health System to serve our community's medically indigent and to support our teaching/educational role. I can recommend her to you as a seasoned healthcare professional.

Sincerely,

Peter Stephens
Director of Materials Management Operations
Grady Health System
www.gradyhealthsystem.org