



Susan B. Allen
Memorial Hospital

August 5, 2011

To Whom It May Concern:

I have been working with Arthur Marshall since late 2010 on our physician recruiting needs. They have performed several searches for us. In all cases, I can attest to the fact that they gave each search their best effort. I have worked specifically with Nathan Baker and Tim Kettermann. We have a slight recruiting advantage with this team, since Tim Kettermann was born and raised in our community, and so has been able to really convey the character and lifestyle of our community to the candidates that we recruit.

I have been pleased with the timeliness and thoroughness of the profile visit and the candidate recruitment process. Tim has done an excellent job of presenting qualified candidates, orchestrating candidate visits, obtaining references, and managing the offer & acceptance process. He communicates well with all the stakeholders involved in the process. He maintains a "sense of urgency" with me and the candidates so that there is constant progress toward our goal. There is definitely an art to physician recruitment, and Tim certainly has the knack for it.

Arthur Marshall has placed two physicians at Susan B. Allen Memorial Hospital in the past eight months. We appreciate having them as our partner in our never-ending medical staff development and maintenance efforts. Thanks, Tim & Nathan!

Sincerely,

Gayle Arnett
President & CEO

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