



**American Hospital
Association**

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Richard A. Norling
President and Chief Executive Officer
Premier, Inc.
12225 El Camino Real
San Diego, CA 92130

Dear Rick,

It is evident that Premier's QUEST program will continue to extend your efforts to pursue higher quality, improved safety and enhanced efficiency. The American Hospital Association is delighted to suggest that hospitals consider participation as one method to further their improvement goals.

As we have seen in other efforts, improvement is accelerated when committed organizations work in collaborative communities, sharing information about what is working well, and learning from the collective experience of others. QUEST will take advantage of this strategy, coupling it with advice from experts in the relevant fields, to help hospitals address some of the most important performance issues confronting hospitals today.

We look forward to hearing more about how we can work with you and help all hospitals learn from the QUEST program.

Sincerely

Steve Mayfield
Senior Vice President
American Hospital Association

Cc: Blair Childs
Margaret Reagan

