

September 25, 2017

Recommendation of ES Healthcare Consulting

Dear Sir or Madam,

I strongly recommend the executive consulting provided by ES Healthcare Consulting, specifically by its President Mr. Ed Speedling, MSW, MHA. Mr. Speedling brought a wealth of behavioral health operations knowledge to our collaborative project in order to assess and evaluate a partner who was seeking to grow its business segment from primary care to integrated care for the residents of Las Vegas, Nevada. Mr. Speedling worked with our executive team as the onsite consultant providing the following: conducted onsite interviews of all FQHC senior leadership team members, review of current policies and procedures, review of current program descriptions, review of previous annual business plan, testing of the referral process, onsite observation of real time patient interactions, onsite walk-through of processes with management, onsite observation of, and use of, mock phone calls, and review of current documents utilized for the program. Meetings with the incoming Chief Operating Officer and the Lead Clinician for contracted services also helped inform the full report provided by the joint team of Horizon Health and ES Healthcare Consulting.

Of the utmost importance was determining the appropriate on and off ramping of patient throughput with current services and the vision for providing these same services in addition to a new behavioral health services portfolio. Mr. Speedling provided two and a half weeks of onsite assessment and evaluation followed by the creation of an executive summary report detailing current state, and revealing where Horizon/ES Healthcare Consulting could assist the leadership team most quickly with recommended action steps and timeframes.

Mr. Speedling was extremely thorough and detailed in his assessment, evaluation, and recommendations. In fact, he provided the organization with 30, 60, and 90 day deliverables. I would also like to point out that for this project Mr. Speedling made himself available immediately upon request as there was a specific, tight, timeframe with which the CEO of the partner organization wanted this completed. Mr. Speedling communicated often and effectively with all team members. I would not hesitate to use his consulting services again and recommend him to any organization looking to develop new programming in the behavioral health/substance abuse/population health space.

Sincerely,



Miles Kramer, LCSW, CCHP  
Vice President, Development  
Horizon Health