



July 20, 2009

Thomas Selznick DO
Livonia Family Physicians PC
17800 Newburgh Road, Ste 103
Livonia, MI 48152

Dear Dr. Selznick,

I want to offer this well-deserved recognition for your practice's recent designation in the Blue Cross Blue Shield of Michigan Patient Centered Medical Home program. This award exemplifies the outstanding care and attention you provide to your patients. You have taken the initial steps toward a process that coordinates the patients' health status, manages chronic conditions, tracks all medications, offers extended office hours and practices ongoing health management to keep patients healthy and prevent complications.

Our most important endeavor for St. John Health System is to provide a coordinated care experience to all patients. A care experience that is centered on the use of the attributes noted by the Patient Centered Medical Home program. With this designation we are celebrating the first major milestone in an ambitious program to transform primary care practice in our community. It is our goal to have all of the active medical staff within our hospitals follow your lead of excellence.

It is also important to note that your efforts have come in a time of unprecedented change in our economy and the pressure it has placed on the delivery and financing of health care. The fact that you invested the time and resources to improve your process of care at the risk of your own financial well-being is even more an acknowledgement of your character and willingness to sacrifice to do what is best for our patients.

As President and Chief Executive Officer of St. John Health System, I wanted to personally extend this note of gratitude. Through your actions, you honor our healing ministry and all that we stand for.

Best Regards,

A handwritten signature in black ink, appearing to read "Dr. Patricia Maryland", written in a cursive style.

Patricia Maryland, Dr.PH
President and Chief Executive Officer
St. John Health System