

March 1, 2011

To Whom It May Concern;

I am writing to wholeheartedly endorse Katie Delgado. She would make an outstanding candidate.

I first met Katie when she was selected to support medical providers on a high level provider readiness response team for the rollout and implementation of a new billing system affecting over 12,000 billing providers. She was selected based on her ability to work through complex issues, identify and document system and training issues and assist providers through a challenging set of readiness tasks.

Two years later, when I became the Provider Relations Manager, I hired Katie to lead workgroups and collaborate with other divisions and staff groups to develop and implement an overall Medicaid training strategy, program and comprehensive set of training materials and curriculum.

Over the course of the past three years, Katie conducted a thorough needs assessment, developed and tested training materials and delivered curriculum through webinars, on line tutorials and classroom training. She is a quick learner, energetic, and hardworking.

Katie developed job aids and training curriculum, developed and maintained division training design standards to support adult learning methods and sound training methodology and design.

Katie is also very flexible and eager to take on new challenges. For example, she recently led the development and start up of a team charged with resolving provider operational issues upstream and increases the self sufficiency of billing providers. Katie volunteered and made an immediate and positive impression on everyone there.

Below is a list of Katie's unique talents that would lead her to be successful:

- Unwavering service to customers
- Strives to have a positive impact and make a difference
- Desires projects and work that has significance
- Loves to take on a problem know one else wants
- Adaptable – Change is a friend
- Unwavering understanding that everyone is linked and we don't work in isolation from one another .
- Sifts through clutter to find a direct route to resolve problems
- Inquisitive and collects information to understand the issue at hand

- Energized by thinking about what's ahead and exploring what if....then what
- Thinks and processes information out loud, testing concepts and theory with others
- Takes pride in developing others to reach their personal potential
- Easily meets new people and gains their trust
- Ability to build feelings of mutual support among co workers to serve customers
- Inclusive philosophy – making people feel that they belong as everyone will benefit from strengths of others
- Ability to gain credibility and build relationships with extensive network of internal and external acquaintances
- Reliable to deliver on tasks assigned

I'm convinced Katie will be as great an asset to your organization as he has been to ours. Please feel free to contact me at 360-725-1983 if you'd like any additional information.

Melodie Olsen



Medicaid Health IT Manager
Medicaid Purchasing Administration
360-360-725-1983