



November 30, 2023

Dear Hiring Manager,

This letter is my official recommendation for Jacqueline Schaffer as healthcare operations specialist for your organization. I am the President of Progressive Healthcare. At Progressive Healthcare, we have spent the past 25 years developing innovative solutions across the healthcare industry. We have the knowledge, experience, and tools necessary to drive valuable improvements in patient care while addressing the critical needs of your healthcare organization.

Approximately two years ago, Jacqueline and I were brought in to manage a project for a mutual client. It is somewhat unheard of to have multiple Healthcare Consultants driving a large project together. My company is a leader in Physician Based Billing and Rural Healthcare. My company was brought in to be the experts in the field and Jacqueline was brought in to lead the organization through this transition. We were tasked to bring nine clinics to Provider Based Billing Departments of the hospital and transition two clinics into Rural Health Systems.

Jacqueline is the consummate healthcare consulting professional as she knows how to put everyone at ease the moment, she enters the room. She is diligent about collecting information and excellent at developing custom processes, policies, procedures, reports, and charts to give helpful presentation to her clients. Most importantly to me, Jacqueline always indicated the practical applications of healthcare operations to support the organization and future revenue generation that she is supporting.

She possesses a high standard of healthcare knowledge and can gain insight on difficult concepts and processes. She often reflects on how a project is heading and can redirect when something is not working correctly.

I found Jacquelin to have strong group communication skills, which is very useful in a healthcare consulting career. She is extraordinary at holding people accountable and holding challenging, difficult conversations with people that do not want to support the vision of an organization. Jacqueline's professional and refined approach makes her work much more valuable to clients and she also has a great way of keeping everyone updated on any changes she has made to her initial recommendations. Jacqueline will not disappoint you either as a Healthcare Consultant or Executive for your organization as a full-time employee.

If you have any questions, please contact me via e-mail at [rick@progressivehealthcare.com](mailto:rick@progressivehealthcare.com)

Sincerely,

*RSB*

Richard Buchsbaum

155 FRANKLIN ROAD, SUITE 137  
BRENTWOOD, TENNESSEE 37027  
[PH] 615/371.9989 [FAX] 615/371.9965