

Patricia M. Nazemetz
Vice President, Human Resources
Xerox Corporation

April 3, 2006

On behalf of Xerox, we applaud TransforMED's efforts to transform the practice of family medicine. Redesigning and reshaping family medical practices to be patient-centered, quality-focused and cost-efficient is completely aligned with our own goals to build a healthcare delivery system for our employees that puts the patients (our employees and their families) at the center of this care universe - NOT in the middle!

TransforMED's concept of a "relationship-centered personal medical home" resonates well with our hopes to achieve a system of care that cares for and about the people it serves.

We want and need a system that uses quality tools and measures to improve continuously and to deliver greater and greater value. We need a system that is accountable for the care delivered and willing to strive for efficiency and effectiveness. A system of care that builds on the eight core elements in TransforMED's model holds the promise of eliminating the need for unnecessary and excessive control and oversight that has been layered on the system, but offers no patient health value. Perhaps the TransforMED model gives us the view of a delivery system that can turn the power and control back to patients and their practitioners; a system where efficiency can be gained by removing "layers" that stand between patient and doctor that add no value to the care delivered or the outcome achieved.

We wish TransforMED and its National Demonstration Project partners great success with this project and hope it provides the platform upon which we can build the patient-centered health system of the 21st century.