



It is with great pleasure and enthusiasm that I write to recommend Jack Daniel Kinne, who has been working with us at United Indian Health during a very critical time of AAAHC accreditation. As the Chief Financial Officer of United Indian Health Services I hope my perspective will be helpful to evaluate this exceptional individual.

Jack has tackled every challenge I have dreamed up and thrown at him. His ability to achieve consistently outstanding results with limited direction and oversight has made him invaluable. And his ability to do this with such ease and humor sets a welcome tone for both our clients and his coworkers.

During his time with us Jack has found and eliminated a duplication of work that was happening between our Referral Technicians and our Contract Health department. This has eliminated approximately seven days of wait time for our Contract Health clients. His creative ideas for streamlining workflow was presented well, communicated clearly, and have been astonishingly effective.

He has been placed specially by our C.E.O. on a new marketing committee tasked with increasing our client base, and has created new marketing material for our Contract Health Department that is more understandable-- and at a more accessible reading level-- than I thought possible for such complex subject matter. He is a striking speaker, who with very few words cuts directly to the heart of an issue. When he offers an idea there is not just a vague outline but a direction and sense that it is completely possible. He manages to catch his audience, and even empower them.

Jack first began his time with us as an administrative assistant. In this role he achieved in weeks a project that had a monthly timetable, achieving access to our Medicare Cost Reports and ensuring our AAAHC accreditation for the clinic. When we lost a Technician in our Contract Health Department, I asked Jack to step in. In the time he has been with Contract Health, our time from sending an outside to referral to the bill being paid has decreased from 4.5 months to 35 days. When, at the last moment, we had our Referral Technician leave their position I again asked Jack to step in. With four days of training, he reduced our referral backlog, the time it would take from the doctor ordering a referral to sending it out, from two weeks to three days.

Jack has always been the first to volunteer when I ask for a tough job to be done at the last moment. He does not flinch from adversity, generates an amazingly positive atmosphere wherever he goes, and does all this with thoughtfulness and a genuine sense of integrity.

I urge you to carefully consider Jack who is, quite simply, one of those few bright lights that help the rest of us shine.

Sincerely,
Richard Baland
Chief Financial Officer.

R. Baland 02/11/2013