

December 20, 2009

Karen Marsolek  
1965 Raymond Ave  
Missoula, MT 59802

Dear Karen,

I am writing to give you follow-up regarding the Building Unified Service "BUS" retreats that you led for Inland Imaging in 2009. As you know, the goal was to unify our three related companies to work together to the common goal of making a difference in our customers' lives.

My first reaction to your recommendation to have all 600 of our employees attend one of eleven full day retreats was that they seemed costly, difficult, and daunting to do. Ultimately they proved to be more than worth the cost and effort expended. It allowed every employee to get the same message in a personal, small group setting. Your execution of the event was the key to its success. Using your positive energy, enthusiasm and performance skills you not only kept the audience focused and open to hearing the message, you kept everyone entertained! You made every employee feel important and personally connected. One of the most useful topics involved "What is the Inland Imaging brand?" It really got everyone to focus on working together.

So after the retreats, I asked my staff to describe the "Karen Marsolek Brand". Insightful, witty, humorous, gregarious, engaging, compassionate, organized, genuine, inspiring, positive, enthusiastic, ability to move a group in the same direction, admirable, talented and dedicated. The people of Inland Imaging believe these traits make up your brand.

Each year we do a comprehensive Employee Satisfaction Survey. Additionally, throughout the year we also survey our external customers; our patients and referring physicians. The results of all of these surveys were at an all-time high in 2009 which we believe underscores the effectiveness of the BUS retreats.

Please accept my gratitude for your contributions to the success of Inland Imaging.

Sincerely,



William Schulte, M.D.  
Chairman  
Inland Imaging, LLC

*Karen,  
you really are the  
best.  
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