

October 2022

To whom it may concern

Letter of Reference: Data Management and Statistical Analysis (DMSA)

DMSA has provided Discovery Health independent peer review services for a number of years covering initiatives of significant importance impacting our stakeholders. This includes review of our in-hospital Patient Satisfaction Score ratings and our Hospital Care Initiative work, which includes measurement of in-hospital satisfactions scores and relative rates of mortality, readmission and cost efficiency outcomes.

We have come to rely on Mike Greyling for sound pragmatic statistical advice, and tremendously value his knowledge, and input on complex measurement challenges. We are also incredibly grateful for his willingness, flexibility and superb ability to assist and provide opinion on time-sensitive deliverables.

I can confidently recommend DMSA to organisations with similar requirements.

Sincerely



Shirley Collie
Chief Healthcare Analytics Actuary
Discovery Health