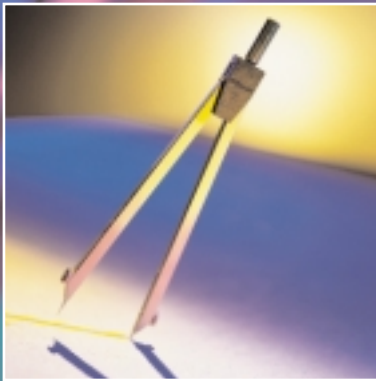
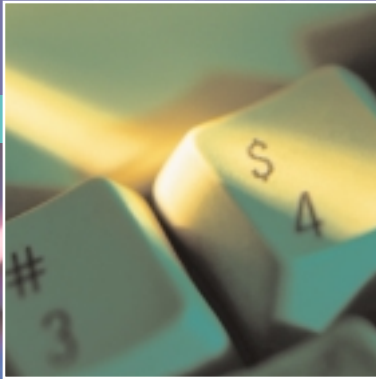


C R I T I C A L A C C E S S G R O U P

THE NEW
Benchmark

FOR
HEALTH CARE FACILITY
CAPITAL IMPROVEMENTS



CRITICAL ACCESS GROUP

Critical Access Group (CAG) was established in response to a need and opportunity coming together in the health care market. The need: upgrading, expanding or replacing aging hospitals, most of which were built nearly fifty years ago with Hill-Burton Act funding. The opportunity: A federally funded improvement in the cost-based reimbursement structure for Medicare services as well as several additional government funded program options.

The Critical Access Group concept was developed by asking hospital administrators, leaders in the health care industry and local, state and national associations to define the problems they faced. We then asked what would be the best approach to providing solutions to these problems. What they told us became the cornerstone of the processes and services CAG offers.



CAG provides a plan to address these problems under a single service umbrella. All of the expertise required to meet the complex needs related to providing additional services, remodeling/renovating existing facilities, and building new or adding to existing facilities are available under this umbrella. CAG works with you as your trusted advisor facilitating all aspects of your project from preliminary consulting to the finished project.

What We Are

Critical Access Group is a strategic alliance of professional service firms working together to provide capital improvements for health care facilities in a completely new way. CAG is a full service project development firm providing the management and delivery of consulting, architectural, engineering, environmental, financing, fund raising and construction management services. We currently serve a variety of health care organizations including major Critical Access Hospitals (CAH) and rural (non-CAH) hospitals, medical clinics, skilled rehabilitation centers, assisted and independent living facilities, nursing and senior care facilities and behaviorally or developmentally challenged youth homes.

CAG's processes and services provide you with an open book approach, process simplification, project management assistance, consistency from beginning to end, minimization of change orders, incremental steps to minimize financial commitments and a single source of contact throughout the project.

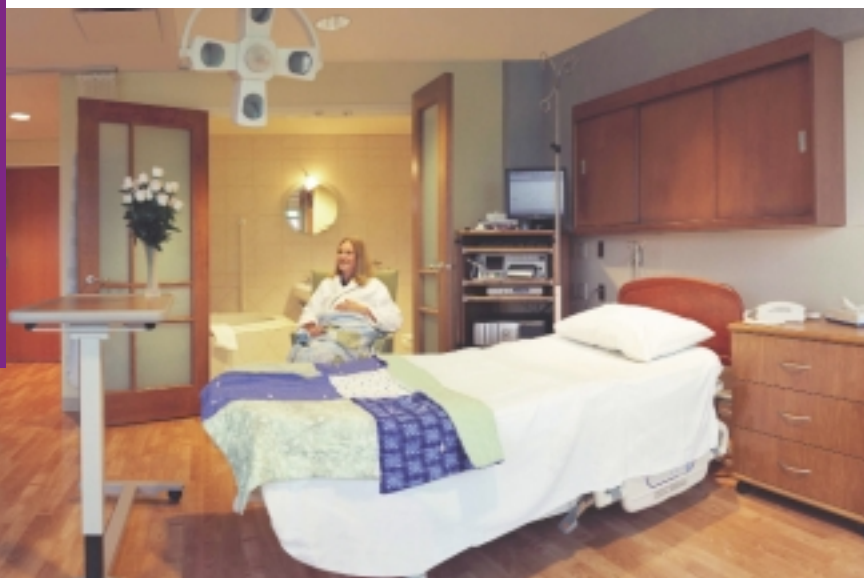
Hospital administration has notably become one of the most complex and demanding professions in the health care industry. Research shows that many communities and hospital administrators across the country today struggle with a lack of experience in the development and management of a capital improvement program. CAG brings much needed support by providing proven expertise and time consuming attention to detail – both of which are required to handle the demands of today’s complex capital improvement projects.

The services CAG provides are designed to replicate the role of the owner on a project by acting as the owner’s representative. CAG makes the capital improvement process as seamless and time/cost effective as possible. We help identify and define needs, budgets, short- and long-term goals

and provide a comprehensive realistic plan to achieve them. CAG acts as the go-between administrating industry professionals while you maintain ultimate control of all decisions, without the burden of day-to-day details.

CAG represents an unparalleled group of established service providers, with decades of distinctive achievements in the health care field all across the country. Together we bring a proven process and a managed series of services that are unique to the industry. Others only address parts of the total equation. CAG addresses all aspects of a project in a logical step-by-step process to achieve successful solutions. We provide a proven approach that works. As a result, Critical Access Group has emerged as the new benchmark for health care facility consulting and development.

Our mission is to provide innovative, practical and affordable services that result in innovative, practical and affordable facilities.



The Benefits Are Obvious

CAG developed the definitive new protocol for analyzing problems faced by health care administrators in upgrading their facilities.

The contrast between limited options available previously and CAG's comprehensive approach can be seen below:

Traditional Approach	CAG's New Model
Commit major dollars from day one	Incremental steps with choice to proceed or not at each step
Dollars drain away from community	Maximized local involvement
Financial risk to community	Limited risks, guaranteed debt payment options
A complicated, time consuming and segmented approach with multiple contracts to manage	Integrated, simplified, structured approach with centralized contract management
Limited choices, unknown costs	Unlimited choices, known costs
Overlapping services and fees	Streamlined services, commensurate fee reductions
Unknown costs, headaches, change orders and unhappy lenders	Guaranteed maximum price

The state of the health care industry is advancing at an incredibly fast pace and service providers are becoming increasingly competitive. Ailing facilities built decades ago must be upgraded to address today's new challenges. Strategic plans must include a realistic vision for the future in order to meet the community's medical needs of tomorrow and maintain or increase profits today.

Critical Access Group will diagnose your facility's problems and prescribe the proper course of treatment. You benefit from retaining CAG as your project manager, saving significant amounts of time, money and effort. We relieve you of the headaches and hassles usually associated with expanding or modernizing a facility. Our representative will contact you soon to set up an appointment to visit with you personally and discuss your unique situation.



How the Process Works

Phase I: Planning

CAG brings in a team of experts to identify the strategic long-term needs of the organization.

Data is gathered to determine project feasibility



and to outline a capitalization plan to fund the project. Space programming is done with the aid

of user groups from your facility. An architectural program is developed from this planning process and cost estimates are prepared. This up front work provides a reliable information base that allows you to determine the size and extent of the project. Finally, we work with you to determine the overall project budget.

We Offer You:

- Multiple choices for sources of funding
- Choices in project delivery and contracting
- Revenue enhancing approach to master planning
- Cost savings in planning, design, construction and operations
- One coordinated team and one point of contact from beginning to end
- Provider, staff, administration, community involvement in process and design decisions
- Guaranteed Maximum Price
- Process and Delivery System designed by team of advisors with vast health care experience in all areas
- Unique solutions for your community's unique profile

Phase II: Building

CAG functions as the owner's right hand, acting as developer and program manager, managing the architect and overseeing the financing. Our



responsibilities also include maintaining the schedule and making sure the project is completed in a timely manner and within the original budget. Additionally, we handle all licensing and certification

requirements and guide the owner's staff in the purchase of necessary equipment and supplies.

Phase III: Completion

The project is completed and ready for you to occupy. CAG ensures that owner's staff has been adequately trained in the operation of the new physical plant and has the correct and complete operations manuals. CAG also provides a one year project review to identify remaining warranty items and verify they are completed to your satisfaction. We understand continuing needs or new developments require an organization to continually update their strategic plan. Accordingly, additional and ongoing reviews are available and can be contracted to meet your specific needs.





CAG is setting the new standard for comprehensive service excellence in the field of health care facility capital improvements.

We are the new point of reference against which all other efforts must be measured. Let us point you in the right direction.



Benchmark

1. a surveyor's mark of known position and altitude used as a reference point
2. a standard or point of reference in measuring quality, value, etc.
3. a model, guide, paradigm

CAG
Critical Access Group

The Benchmark to Build On

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