

James R. Castle, President
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I writing to express my satisfaction with the recent CEO search for Galion Community Hospital using an OHA recommended consultant, Lou Masterson, Louis Thomas Masterson & Company. At the time we began the search, I was the board vice-chair, but became the chair several weeks into the process.

It's hard to find the perfect adjectives to describe my complete satisfaction with Lou's efforts. Because I am a long standing board member, this is my fifth CEO search. This was the first time I've had full confidence that the candidates understood the strengths and weakness of our organization and that we fully appreciated each candidate's strengths and weaknesses. As a result three months after the conclusion of the search, we've had no surprises – our new CEO is performing as we expected and I feel I understand his skills and motivations well.

As we started the search process, Lou helped us specify our needs and desires with very perceptive questioning. Then Lou found candidates -- many more than we expected. He helped us become better at analyzing resumes, better at forming general inquiries for all candidates, and then specific queries where appropriate. He helped us plan the interviews and site visits, and then removed himself, allowing us to fully control the selection.

Communication is definitely Lou's strength. Our search committee understood where we were in the process at all times. As we discussed candidates, we refined and occasionally modified our requirements and expectations. Lou was always able to respond to our new criteria by providing detailed, written reports for the candidates.

Our search committee members felt confidence throughout the process that we would find the right candidate. As a volunteer group, we appreciated that our time was used appropriately. We were entirely in control of the process, and at all times had sufficient information to make many interim decisions needed to keep the process moving. Lou was there to help us at every step but never intruded.

I certainly hope this is the last search in my tenure on the board, but if it is not, I will definitely lobby our board to again involve Lou Masterson.

Sincerely

Charles T. Walker, Chair
Galion Community Hospital Board of Trustees