

From the Partners:

Our experience is as current as the last incident that we've investigated

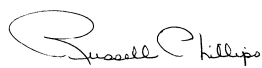
At Russell Phillips & Associates, we invest our time to review healthcare fires and disasters to determine effective staff responses. This investment gives us "best practices" research and keeps us abreast of the latest innovations and experiences that are happening in today's rapidly changing healthcare environment. We are invited participants on national committees that influence the standards for fire safety, code compliance and emergency management.

"You made a difference"

At one of our annual meetings, we looked at three fires where patient lives were lost and three fires where there was no loss of life. When we asked our staff and their families what the difference was in these instances they had good ideas, but not the answer we were looking for. Job one in our business is saving lives. We told the staff and their families, "Lives were not lost when a Russell Phillips & Associates consultant was on-site doing his or her job -- you consulted, interpreted code, trained staff, encouraged a change for the facility. You made a difference. You helped save a life."

Still serving our first customer

Our customers appreciate the time and resources we have helped them save. They are reassured when their staff is more confident and the compliance process is on schedule. Confidence, trust and expertise are the cornerstones of the relationship we have with our customers. Maybe that's why we are still working for our first customer - since 1976.



Russell Phillips



David Hood



Scott Aronson