



CERTIFICATE OF COMPLETION

Cleveland Clinic certifies and acknowledges that

Michael Zimpfer, M.D., M.B.A.

Vienna General Hospital

has successfully completed the Executive Visitors' Program:
Achieving Excellence through System Integration &
"Deep Dive" into Patient Experience

December 11-13, 2013

A handwritten signature in black ink, appearing to read "DMC", written over a horizontal line.

Delos M. Cosgrove, M.D.
Chief Executive Officer and President

A handwritten signature in black ink, appearing to read "James Merlino", written over a horizontal line.

James Merlino, M.D.
Chief Experience Officer