

01/28/2000

The Mathis Group
c/o Keith Mathis
9 Lakeview Drive
Eureka, MO 63025

Dr. Mathis:

On behalf of Phelps County Regional Medical Center, and the 460 employees that attended your recent offering "Promoting Excellence in Healthcare", thank you! The program content was exactly what we had hoped for. You covered issues of customer service, accountability, team building, and dealing with challenging situations in a humorous yet sensitive and thought provoking manner.

The employee response to the program was overwhelmingly positive and comments on the evaluations included, "This was the best educational program I ever attended" to "Great program and great speaker!" A number of employees specifically requested that you be invited back to present on other topics and found the program "uplifting".

Your timely and efficient follow-up report arrived today. Our Customer Service Committee thanks you for your insight and looks forward to consulting on the recommendations you have provided. Again, please accept our appreciation for helping to promote and further advance "Excellence in Healthcare" at Phelps County Regional Medical Center.

Sincerely,



Lynn Wieties, MSN, RN, CS, FNP
Director of Education and Training
Phelps County Regional Medical Center

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