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Office of Managed Care

Mr. Jeff Davidson
Breathing Space Institute
2417 Honeysuckle RD.
Suite 2A
Chapel Hill, NC 27514

Dear Mr. Davidson:

I attended your seminar at the ACHE Congress on Healthcare Management and thoroughly enjoyed myself. Your seminar, *Managing The Pace With Grace*, was excellent. I especially enjoyed the comments you made throughout the hour to keep the back of the room awake and involved. My sitting in the front, most likely, contributed to my enjoyment of your comments. I also liked your technique of repeating the key points during the seminar. After three days of nearly back to back seminars, it becomes increasingly difficult to pay attention to what is being said and to remember what's really important. I gave a brief synopsis of my experiences from Congress at my office's staff meeting and several people were interested in viewing the video you spoke of as a sort of reward for writing to you with comments and feedback. I had intended to write to you but the staff's request prompted me to get this letter out the door.

Thank you for making my last seminar at this year's Congress memorable.

Sincerely,

A handwritten signature in cursive script that reads "Mary T. Parra".

Mary T. Parra, M.P.H.
Managed Care Analyst