



March 10, 1998

Jeff Davidson, MBA, CMC  
Breathing Space Institute  
2417 Honeysuckle Road, #2A  
Chapel Hill NC 27514-6819

Dear Jeff:

Thank you for your presentation on "Managing the Pace with Grace" last week at the Congress on Healthcare Management of the American College of Healthcare Executives in Chicago.

I thought your presentation was very helpful. I had a few key "a ha's" during your talk. At random, here are some key points I never heard before, but make perfect sense:

- We are not in the information age yet!
- Most paper should not even be handled once!
- Learn. Unlearn. Relearn.
- Don't try to keep up on everything!
- Too many choices cause stress!
- TV doesn't help you unwind!

Again, thanks for sharing your insights.

Peacefully yours,

Michael V. Ciccocioppo, FACHE  
Vice President, Quality