

WAR MEMORIAL HOSPITAL

500 Osborn Boulevard
Sault Ste. Marie, MI 49783

March 31, 1998

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

Dear Mr. Davidson:

I truly enjoyed your presentations at the American College of Healthcare Executives (ACHE) in Chicago several weeks ago. I attended the luncheon when you spoke about Relaxing at High Speed and also attended the educational session Managing the Pace with Grace. I have shared the information with several of my colleagues and I have started applying some of the principles that you spoke about.

Mainly, I have been challenged by "Managing the Beforehand". I find that this is like a continuous spiraling circle.....For example, I plan to dictate some meeting notes from a meeting today which I would like to share at an 8:00 a.m. meeting in two weeks. If I dictate the information today and forward the tape to my Administrative Assistant today she can manage her time more effectively because I have now allowed her two weeks to do this. However, if I wait to dictate the meeting notes until noon on the day prior to the deadline, she will have little time to "manage the beforehand" - she's now been catapulted into crisis mode by my actions. Unfortunately, I find it difficult to dictate the meeting notes well in advance as I am confronted with an immediate issue (which someone has presented to me because they may not be managing the beforehand).

Therefore, this circle just keeps spiraling round and round.....until clear requirements are set which disallows colleagues from continuing to manage crisis after crisis after crisis. By breaking the cycle, we will be more prepared to manage a true crisis (which can happen in healthcare) as the system will not be so stressed by the day to day spiraling.

This, as you know, is a great challenge for most professionals. *However, I'm worth it!!!*

I would appreciate the cassette recording on Breathing Space as you offered during the session in Chicago. Also, our organization would be very interested in learning more about the Breathing Space Institute.

Sincerely,



Sue Clow, MHA, RRA, RN
Vice President

Telephone:
(906) 635-4460

Facsimile:
(906) 635-4467

