Summary of audience comments from evaluation forms completed after Joe Flower’s presentation:

**The Future of Patient Satisfaction**
Newport Beach, CA  
September 26, 2001

**Speaker Program Rating:** On a scale of 1 to 5 (5=Valuable, 1=Poor), participants rated the speaker and program at: 4.6

**FOR ME, THE MOST VALUABLE IDEA I LEARNED AND INTEND TO USE and/or WHAT I WOULD TELL OTHERS ABOUT THE QUALITY OF THE SPEAKER AND THE VALUE OF THE CONTENT:**

- “Excellent.”
- “Made me think about what is important to patients.”
- “Excellent, thought provoking and inspiring.”
- “Most informative dynamic speaker.”
- “Very good presentation regarding hospitals.”
- “Very well organized and prepared.”
- “Speaker is very knowledgeable and presented information very well.”
- “Seems to have a wealth of information regarding aesthetic healing environments at many hospitals across the nation.”
- “Good information, well presented and great handouts.”
- “Excellent - futuristic view.”

**Matt Ankley, Quality Improvement Facilitator**
Aquarium of the Pacific

**Janet Flickinger, District Manager**
Aramark Corporation

**Ed Fiander, VP Human Resources**
Cape Cod Healthcare

**Anna Greif, Nurse Manager**
Cedars-Sinai Medical Center

**Cynthia Shippy, Manager - Acute Care Services**
Cedars-Sinai Medical Center

**Roger Burgraff, Speaker**
Custom Learning Systems Group Ltd.

**Aime Tetrault, Partner**
Custom Learning Systems Group Ltd.

**Lisa Ford, Quality Improvement, Customer Service**
Eisenhower Medical Center

**Sherry Sumner, Manager Volunteer Services**
Hoag Memorial Hospital Presbyterian

**Steve Moreau, Senior VP of Hospital Services**
Hoag Hospital
• “Excellent, thorough, to the point, and inspirational.”

• “Excellent. Really made us think. Every word was valuable.”

• “I really loved his presentation. He was alive and upbeat.”

• “Great speaker.”

• “Great.”

• “Great speaker with great research and background on topic.”

• “Great examples of successful hospitals.”

• “Inspiring, motivating, insightful with a lot of outside data to compare with.”

• “Excellent information and professional appearance.”

• “Powerful and filled with eye-opening ideas.”

• “I would love to have him address the board of supervisors, trustees and decision makers of the County of Monterey — they need new eyes.”

• “Healthcare is changing and you should attend a meeting with Joe Flower and look at the different options on how to go with the changes.”

• “Excellent, clear, practical and inspirational.”

• “Excellent.”

• “Great!”

John Hirsch, Electrical Engineer
Hoag Memorial Hospital Presbyterian

Alice Johnson, Blood Donor Recruiter
Hoag Memorial Hospital Presbyterian

Kimberly Samuels, Technical Supervisor
Hoag Memorial Hospital Presbyterian

Ian Wadhwani, Supervisor
Hoag Memorial Hospital Presbyterian

Matthew Buehler, RN
Hoag Memorial Hospital Presbyterian

Sahar Razavi, Lab Assistant
Hoag Memorial Hospital Presbyterian

Jeffrey Donnelly, Director Communications/Security
Hoag Memorial Hospital Presbyterian

Kelli Madden, PTA
Hoag Memorial Hospital Presbyterian

Jill Mejia, Owner
Image Artistry

Joe Ybarra, Hospital Mechanic
Natividad Medical Center

Theresa Curran, Supervisor, Cardiopulmonary
Natividad Medical Center

Theresa Carman, Communication Center Manager
One Legacy

Jeff Fleming, Manager, Family Services
One Legacy

Leigh Rodriguez, Administrative Services Manager
Pomona Valley Hospital Medical Center

Sandy Cotter, Marketing Manager
Pomona Valley Hospital Medical Center
• “Not only did Joe Flower share wonderful ideas about inspiring service to our customers but he inspired us and stirred our passion to act.”

  Stephanie Boles, Speech Language Pathologist
  Rancho Los Amigos

• “Very dynamic and interesting.”

  Valerie Orange, Administrator
  Rancho Los Amigos

• “Very knowledgeable, good speaker, encouraging and uplifting.”

  Yvette Sullivan, RN AHN - M/S Rehab
  Salinas Valley Memorial

• “He is wonderful, bright and has his fingers on the pulse of healthcare. Healthcare systems should listen to him because he brings wisdom to lead us into the future.”

  Susan Marscellas, Admin. Director
  Salinas Valley Memorial Hospital

• “Very passionate and to the point.”

  Julio Almonte, Supervisor, Print Shop
  San Gabriel Valley Medical

• “Very passionate about what he presented - excellent speaker.”

  Linda Guzman, Patient Relations Representative
  San Gabriel Valley Medical Center

• “Mr. Flower is a do not miss speaker!”

  Judy Neff, Program Manager, Customer Service
  Santa Clara Valley Medical Center

• “Dynamic speaker with great insights into healthcare systems that work.”

  Brenda Fies, Nurse Recruiter
  St. Joseph Health System - GSC

• “Great experience and examples.”

  Steve Myles, Trauma Manager
  St. Mary Medical Center

• “Keeps your attention, very focused and makes one really take a step back and look at your place of employment.”

  Annie Raggins, RN Supervisor
  St. Mary Medical Center

• “Excellent - he is inspiring with such a passion for healthcare - especially for the future.”

  Anita Lo, RN
  St. Vincent Medical Center

• “Very good and valuable content.”

  Yvette Gonzales-Negrete, RN
  St. Vincent Medical Center

• “A new way of looking at the future of healthcare - break the mold.”

  Pamela Teeter, System Coordinator
  St. Vincent Medical Center

• “Excellent research and examples. Perfect structure to talk - ended with a challenge to all of us.”

  Kristi Butenschoen Supervisor Transplant & Cardiovascular
  St. Vincent Medical Center

• “Awesome speaker with lots of knowledge. Very intriguing and informative.”

  Patti Barnes, Lead PT Receptionist
  Sutter Davis Hospital
• “Great - down to earth. You can really get to understand what he is saying.”
  Lore Pennington, Lead Unit SEA
  Sutter Davis Hospital

• “Excellent information and great overview of what needs to come in the future to succeed economically as well as for the success of the patients.”
  Rashell Reneau, Sr. Lab Assistant
  Sutter General

• “Very personal to us.”
  Christopher Mack, Critical Care Patient Access
  Sutter General Hospital

• “It was interesting to see how other hospitals who do so much are able to flourish.”
  Sylvia Swarner, RN
  Sutter Health

• "Great and motivational speaker. Knows his subject and had good content.”
  Genny Fulp, Administration Secretary
  Sutter Health

• “Very inspiring and informative.”
  Diane Ives, Lab Assistant
  Sutter Health

• “Compassionate.”
  Ginny Gamper, Senior Lab Assistant
  Sutter Health

• “Excellent and sincere. Putting into perspective what we can do to activate change and improve healthcare.”
  Sharon Patalon, SEA - Nuc. Med. Tech
  Sutter Health

• “He shared ideas that work from other healthcare organizations.”
  Kimberly Malone, Materials Service Specialist
  Sutter Health

• “Speaker was excellent. Content was very informative.”
  Toylista McKissick, Service Excellence Assistant
  Sutter Health Central

• “He was very knowledgeable. Powerful stories of change.”
  Leslie Thelen, Registered Nurse
  Sutter Health Central

• “Very valuable information.”

• “Very informative and great speaker.”

• “It was very good and great to hear different perspectives.”

• “Strong speaker. He opens up your eyes to see what is really important. The bigger picture.”
  Valecia Simmonds, Monitor Technician
  Sutter Medical Center
“Energetic, educating, informative and high in spirit.”

Herb Brooks, Security Guard
Sutter Medical Center

“Good to know about other places.”

Sherie Tobin, Registered Nurse
Sutter Memorial

“Excellent - one of the best speakers I have ever heard.”

Diane Smith, Human Resources Director
Sutter North Medical Foundation

“Excellent and informative.”

Diane Vieira, Medical Transcriptionist
Sutter North Medical Foundation

“Excellent and thought provoking.”

Renee Edwards, Physical Therapist
Sutter North Medical Foundation

“A lot of insight - compassion and empathy for people.”

Mary Triplett, PBX-OP
Sutter North Medical Foundation

“Excellent and energetic. Believes in what he is speaking about.”

Kris Rioux, Office Assistant
Sutter Occupational Health

“Captivating.”

JoAnn Fuerst, Staff RN
Sutter Roseville

“Speaks from the heart and very well prepared.”

Robin Ulrick, US/NA
Sutter Roseville

“Excellent speaker and would recommend any book of his or conference he speaks at.”

Cheryl Harnage, RN
Sutter Roseville

“Top notch! Excellent grasp of material. Understands big picture in healthcare.”

Gail Fischer, Department Director
Sutter Roseville

“Excellent speaker. Held the audience captive with insight into the reality of today’s healthcare environment - very inspiring.”

Larky Blunck, RN, B.SN, Director of Acute Services
Tri City Medical Center

“The speaker was very knowledgeable about what he is speaking on and able to hold my attention.”

Charity Lee, IMV Supervisor
Tri-City Medical Center

“Excellent speaker - thought provoking.”

Kathy Topp, Clinical Practice Manager
Tri-City Medical Center

“Excellent.”

Diana Rolker, RN
Tri-City Medical Center

“Excellent speaker with good insights about healthcare and in improving service.”

Anonymous

“He has done his research on what is going on and his knowledge is up to date.”

Anonymous
• “Enthusiastic, informed and inspiring.”
  Anonymous

• “Excellent variety of hospital represented.”
  Anonymous

• “He is always great.”
  Anonymous

• “Extremely well spoken individual, valuable content and well prepared.”
  Anonymous

• “Most excellent presentation - very eye opening with great food for thought. Good to know we can dictate - even produce our future in health care systems.”
  Anonymous

• “Speaker and topic excellent.”
  Anonymous