

Dear Sarah W. Fraser,

Thank you for presenting at the 18<sup>th</sup> National Forum on Quality Improvement in Health Care in Orlando, Florida. We really appreciate the time and effort you spent working on this conference.

Listed below are your evaluation results for the sessions that you presented at the 18<sup>th</sup> National Forum on Quality Improvement in Health Care, December 10-13, 2006.

The first one you see is your personal teaching style/effectiveness rating, the second is the content and the third is session's overall rating.

<b>Title</b>	<b>Teaching Style Presentation Skills (%)</b>	<b>Content</b>	<b>Overall Session Rating (%)</b>	<b>Number of Attendees that completed Survey</b>
M18 Redefining Services into Patient Relationships	93	91	80	14

The overall rating that you will see is your Maximum Achievable Score. This is an average of how well your attendees felt the stated objectives were achieved on a scale of 1 to 5 with 5 being excellent and 1 being poor." Here are some guidelines to help you:

If everyone rated your session 5 (Excellent) then you would have a 100%

If everyone rated your session 4 (Very Good) then you would have a 75%

If everyone rated your session 3 (Good) then you would have a 50%

Following are the plenary session evaluation results:

<b>18<sup>th</sup> National Forum Plenary Results</b>	<b>Overall</b>
P1: Donald M. Berwick, MD, MPP, FRCP	88
P2: Rosabeth Moss Kanter, PhD	83
P3: David Whyte	77
P4: Lawrence L. Weed, MD	76

Please let me know if you have any questions, I would be happy to walk you through the evaluation process. I would like to thank you again for making this year's National Forum the best one yet!

Following are the evaluation comments for each of your sessions:

<b>Title</b>	<b>Comments</b>
M18 Redefining Services into Patient Relationships	<ul style="list-style-type: none"><li>• I expected more of an evidenced-based presentation.</li><li>• The class was great! I enjoyed it so much.</li><li>• Both presenters were great. They did a wonderful sharing their personal experiences, giving examples &amp; suggestions.</li><li>• Sarah and Elizabeth kept our attention throughout the day between lecture, questions and answers, table exercises, videos, etc. Both showed a nice sense of humor to keep our attention. Their personal healthcare stories thoroughly illustrated the need to keep patient needs up front when we do a redesign. Good job!!</li><li>• I was pleased to see the balance of Six Sigma, process etc with the key ingredients of relationships. Healing comes from more than efficiency and modern medical effectiveness. Healing is a human connection and I believe this connection is the transformational power we are searching for.</li><li>• the video shown was the most powerful tool shown to us all day; something that we can actually utilize in our healthcare setting.</li><li>• Since we skipped over some of the hand out it would be nice to have the handout a little more detailed. The very last part of the lecture had some really helpful charts that would have been nice to have a copy of. Thanks for such a great lecture</li></ul>

Thank you,

Tara Stull Event Manager

Institute for Healthcare Improvement