

August 27, 2002

Lois J. Zachary, Ed. D., President  
Lory A Fischler, Senior Associate  
Leadership Development Services, LLC  
3042 East Sierra Vista Drive  
Phoenix, Arizona 85016-8902

Dear Lois and Lori,

Thank you once again for the outstanding program that you presented last week. I continue to hear positive comments from both members of the Medical Staff and the Administrative team. Your ability to identify issues within the group and work through them in a non-confrontational way was extremely helpful.

Thank you once again.

Sincerely yours,



James F. Burke, MD  
Chief Medical Officer

JFB/drb