



MISSION HOSPITAL
REGIONAL MEDICAL CENTER

A Sisters of St. Joseph of Orange Corporation

August 28, 1996

Diane Y. Chapman
Words To Your advantage
11 Mareblu, Suite 130
Aliso Viejo, CA 92656

Dear Diane:

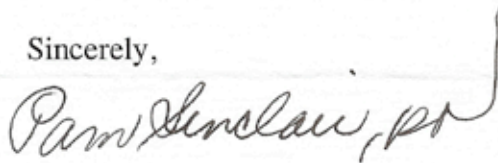
We at Mission Hospital wish to extend our gratitude for the magnificent program you presented on August 16th.

We were all impressed with your knowledge of human nature and your ability to involve your audience; especially to encourage your audience to volunteer information about themselves and their work. The many raised hands and voluminous note taking is evidence of your ability to touch your audience. Your sense of humor and self-deprecating manner are most endearing. Your ability to understand changes in medicine and to communicate what those changes can mean was invaluable.

Congratulations to you for a terrifically successful program. We hope to have you back many more times in the future.

Thank you so much for such a fine effort.

Sincerely,



Pam Sinclair, R.N.

P.S. Let's keep in touch!