

February 22, 2018

David Irvine

Dear David,

Re: 18th Annual HealthCare Service Excellence Conference – 2018

“Motivational, fantastic, inspiring, amazing, masterful, uplifting, and awesome.” These are just some of the descriptions used by our attendees to articulate their experience at the 2018 HealthCare Service Excellence Conference in San Antonio, TX.

We are absolutely delighted with the success of our conference, which was reflected in our overall rating of 4.88 out of 5. Your Tuesday morning keynote was a key factor in our success.

Your session “*Caring is Everything: Getting to the Heart of Humanity, Leadership, and Life*”, wowed our conference attendees, who rated it an incredible 4.96 out of 5.

“Love, love, love this session! He is so compassionate and raw! Tears in my eyes during his closing words.”

- Heather Goslee, Chippewa County Montevideo Hospital

“I was so touched by your talk. I’ve walked through the valley of losing my mom this year. I was running away from caring. Thanks for getting me back on track.”

- Arlene Harms, Rio Grande Hospital

David, what a privilege for us to have you on our stage! Please don’t hesitate to use us as a reference, as we would be honored to brief other meeting planners about your awesome message and brilliant presentation skills.

Once again, thank you for your amazing contribution to our success. You truly made a difference!

Enthusiastically,



Brian Lee
CEO/Founder



Pat Goodberry
Conference Chair