



May 17, 2012

Dr. Tina Thomas, PhD

Dr T:

Thank you so much for the super job you did with the in services on **"There's No Such Thing as a Difficult Patient!"** Our staff members are still raving about your presentation and asking for "Round 2"! The information you presented is extremely useful and we really enjoyed your warmth and ability to explain it in an interesting and entertaining way. You sure have a lot of personality, and energy! I would highly recommend you to other hospitals and human resource departments. Not only has it improved how our staff communicate with the patients, but how they communicate with each other.

We look forward to seeing you for the next series.

Sincerely,

Jeanne Wilson, MBA
Director, Training and Development