



AMERICAN SOCIETY OF PERIANESTHESIA NURSES
Serving Nurses Practicing in Ambulatory Surgery, Preanesthesia and Postanesthesia Care

August 3, 1999

Terry Braverman & Company
12135 Mitchell Avenue, Suite 352
Los Angeles, CA 90066

Dear Mr. Braverman:

The American Society of PeriAnesthesia Nurses wishes to thank you for your wonderful keynote address at our 18th National Conference in Honolulu, Hawaii. Evaluations from our conference attendees indicate an overwhelming number of people rated you a 4 or 5 (5 being the highest) in all categories.

Your topic, "Communication & Change in the New Millennium," gave us a lot of new ideas and skills to use in creating rapport and defusing conflict in the healthcare environment. And Lord knows we all can benefit from your humorous perspective and tools for dealing with changes in healthcare! It is sometimes daunting to anticipate what is in store for all of us in the new millennium; you have helped us to make that transition with more confidence and joy.

Thanks again,

Audra Rival
Meeting Manager