



## GOOD to BEST

### 2007 CONFERENCE TESTIMONIALS

Hi Coaches! I made it back (reluctantly) to San Francisco! It was hard to leave you & all of the positive energy that was flowing in San Diego! I can honestly say that this was the BEST conference I have ever attended AND I was blessed with meeting the most inspirational bunch of people that anyone could ever pray for! I'm talking about "the content" ... it was the BEST! All of the "extra fun" we also had was just the icing-on-the-cake! I can not find the right words to express my Thanks and my HOPE that we will be able to work together. My preceptor Joe ... what a teddy bear! Thanks for all of your insights & for welcoming me & Naomi into the group from the very first night!

Tall Bill ... Thanks for all of the explanations you shared with me on how things "might/could" work at my facility. I have learned much about my weak points & it is comforting to know that there are people to "hold my hand" through touch times. It is difficult (for me) to ask for help.

Carlton ... you scare me because you ask the questions I can NOT answer. I have to think about them & think toooooo long & I am confused. I know that your writings & thoughts will help me. I look forward to reading more ... & talking to you soon!

And ... Last, but-not-least Don ... WOW, what can I say? Nothing I can say about YOU & your Coaches can even attempt to be enough! Here's a funny story for you ... after reading articles on your website & seeing your picture, I had a "vision" of what you liked like. At that opening night Meet & Greet I kept looking (up) for you. I finally asked Carlton IF you were at the party, and he pointed you out to me. Well, I was surprised because I had you in my mind at about 6'2" ... well maybe you aren't ... BUT STOP ... YES you are!!

Thank you ALL! I look so forward to seeing you all again soon.

**Sharon Stringham**  
**Mills-Peninsula Health Services**

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Again I would like to thank you for such great motivational and inspiring education over the past week-end. I have been an advocate and admirer of your program since I first saw it in Billings so many years ago. Your team is unbelievable and so dedicated. I wish I could have stayed a few more days but being in such a small facility, I am needed. (It's so nice to be needed).

**Karen Wood, CDM**  
**Riverside Healthcare Center**

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We had a wonderful time. The conference was perfect! Those pictures when you got the lifetime achievement award should be precious. What a precious moment for your family and staff.

**Margaret Holmes**  
**Tahoe Forest Hospital**

Hi Don! Are you recovering from the conference? Hopefully you are taking a few days to kick back and relax. You deserve it! What a great conference it was! My boss told me a few years ago that "you become like those whose company you keep." So I've tried to surround my self with greatness and certainly did that this weekend. All your speakers and staff are top notch. And not only that, I learned so much from the attendees. The networking was top-notch. You really outdid yourself with the location too. Hope you can secure the same spot for next year. It was perfect.

**Janet Potts**  
**St. John's Medical Center**

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I want to tell you that this was the best seminar I've ever attended. I was very inspired by all the speakers through out the 3 days. The information presented were all practical and really make one thinks about "What I can do in my facility".

I came back today and started the daily 5-minute briefing with my staff. They were very surprised and uplifted at the same time when I said "we will spend time every day for sharing and praising each other". This will be a good reminder on why we are all together. I also ask the team to think about "why do we want to be the BEST" and "what does each person want to be remembered as".

On my drive back from San Diego, I've been thinking about transformation to room service in the department. We need to raise the patient satisfaction score. When I spoke with Deana and Karen this weekend, they were both raving about the improvement on their Avatar scores. Both of their scores went up from October 2006 to Jan 2007. Redding went from 82% to 87% and Glendale were from 82% to 89%. It's been proven that the D-10 program did made the difference. I hope one day, my administrator will approved the budget to do the D-10 at SMMC.

Thank you for a GREAT & PRODUCTIVE weekend.

**Rosanna Chu**  
**St. Mary's Medical Center – Long Beach**

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I want you to know how impressed I am with the "Good to Best" conference of the past few days. I found the location to be excellent, the facilities Great, and the scope and content of the presentations very useful and cutting edge.

My wife and I thoroughly enjoyed the Luau and entertainment. As I told your son upon my departure, its the best conference I have attended in my 30 years in this profession. The \$250 registration fee was money well spent.

Thank you for your hospitality and for assembling such a dynamic group of presenters. I am planning to attend next years event.

**Barney Aggers**  
**Emanuel Medical Center**

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Great job on the conference, I didn't think you could top last years, but you put on a very, very informative conference. Again GREAT job!

**Bill Glass**  
**St. Mary's Arkansas**

Thank you so much for the great greeting on Friday morning your wife and son made me feel so good and then you came out and gave me a hug!!!! You don't know how that made me feel so welcome. I can see why Kathy talks so much about you and your family and how great you are. The conference was so great I have so much more insight on how to do my job better and lead my staff to a higher level that they seem to think that we can't reach. I have found though you and your staff that anything is possible. And wanted to let you know that because of you and your staff I am going back to school first to get my Dietary manager certification for hospitals then right into getting my registered diet tech then my RD license. It may take me 15 years but that o.k. I just wanted you to know that without Kathy I would have already quit my job but Kathy came in and made me realize that I was doing a great job running the kitchen I had some people around here telling me that I was not qualify for the job. Because of this and the conference I am going to change this and it is never to late to go to school and to improve yourself. Thank you again for this life changing experience.

**Patty McAtee**  
**Desert View regional medical center**

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Don, the Coaching Team and the Sponsors: Thank you so much for the wonderful experience in San Diego! Even better than last year! I feel energized and I am so happy to be with my team today. High energy and powerful useful messages that we can all take back to our facilities! Definitely the best conference I have ever attended! I met so many wonderful people and got to see friends from last year. Again, words can't say enough about the conference. Truly, inspiring! You guys have your work cut out for you for next year topping this years conference, but I know you can do anything together!

**Danielle Jensen, MS, RD, LD**  
**Jackson County Memorial Hospital**

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You are so kind to me and I know God brought you into my life so that I can continue growing, believing and touching the lives of other people. Now on to you! Your conference was the best conference I have ever attended, and I truly mean that! Every session provided valuable information, information that you did not want to miss! We unfortunately had to catch an earlier flight, and we did not want to leave! The passion and enthusiasm was so contagious and heartfelt, it was amazing. YOU are the one who made this happen, and how lucky we all are that you can create this! Thank you for everything from the bottom of my heart!! God was there...and he was smiling and holding each of us close! It was terrific!!!

Thank you again for believing in me!

**Deanna Gunter**  
**Catholic Charities West**

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Please thank your vendors for the wonderful vendor fair they provided. It was great to be able to talk to them in a quieter setting than a food show. The personal attention was great. I know they took a lot of time out from their busy schedules to be there for the 3 days. It was very much appreciated.

Hope to see them next year!

**Mary Beth Fahy**  
**Marshall Medical Center**

Chef Don /"Viper", great stuff coach. It's been a wild past week getting back into the swing of things at the office, but I wanted to let you know that this year's conference was even better than last year. The D-10 presentations along with the teaching and motivation was really great! And the events that were planned this year were a "10". I should have some pictures downloaded this week that I can send you. The one of you guys dancing at the luau was priceless.

Thanks again Coach.

**Tom Wynne /"Iceman"**  
**National Health Care**

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I want to thank you all again for the fantastic opportunity to attend the conference.

The whole event was terrific. The content of the program was really on target. Very useful information and helpful to us operators.

**Gary Triolo**  
**Centra State Medical Center**

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To the entire Don Miller & Associates Team:

The Good to Best Conference was the BEST conference I've attended in my professional career. You really "wowed" me with your hospitality and planned events - the food was great, the luau was outstanding! Unlike other conferences I've attended, every topic and speaker provided something helpful to take back to work. Being able to apply what I've learned, or been inspired by, is personally fulfilling and rewarding. Kudos to all of you and the your guest speakers - they were great!

**Lorri Treber, MS, RD**  
**Rideout Memorial/Fremont**

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Don, thank you so much for the wonderful "Good to Best" Conference!! I learned so much from you and your team. I have already begun implementing some of the concepts that you spoke about. I have scheduled weekly "one on one" meetings with the 9 supervisors that Ann and I have on our team which will begin next week. I am including Carlton's suggestion of managers "teaching" their team by incorporating a "Continuous Education" portion to the weekly meetings. The one-on-one meetings will help them grow as supervisors while at the same time helping me to grow as a manager and will open lines of communication between management and supervision. I will also be encouraging the supervisors to incorporate weekly meetings with their team members (with mini daily team meetings to follow).

Please let Carlton know how motivational he was to me. Ann and I are very excited about going from Good to Best with the Destination 10 Process. Ann will get back with you and Bill to let you know where we are in the Administration approval of the quote that was given to Centennial. Thanks again. Have a great day.

**Clifferdean Watson**  
**Centennial Medical Center**

Thanks for a great conference, You and your team did a great job in their presentations, fill with lots of great information and very inspiring, I have read about you before the conference and was inspired by your accomplishment you have made in the food service and even more inspired by meeting you in person, your conference is a must for all foodservice mangers chef and directors

**Richard Jarmusz**  
**Fletcher Allen Healthcare**

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Don, Jean & D-10 Coaching Team -

Thank you for a 2nd wonderful Good to Best D-10 Meeting! Linda and I learned a lot, got rejuvenated, and were awed by the excellent quality of every speaker and vendor who participated. The social and networking events brought us close to people across the country and we enjoyed every minute! We returned to Alabama with lots of D-10 energy and ideas!

**Jewel Buchanan**  
**East Alabama Medical Center**