

FRONTLINE
LABORATORY NETWORK

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MAYO MEDICAL LABORATORIES
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EAST MORGAN COUNTY HOSPITAL
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STERLING REGIONAL MEDCENTER

January 29, 2004

Nancy Noonan
Artful Solutions
4206 Greenbriar Blvd.
Boulder, CO 80305

Dear Nancy,

I want to thank you so much for joining our Frontline Laboratory Network/Regional Lab Alliance retreat and giving your wonderful presentation, *Stretch Your Creativity Canvas!* I asked the whole group if they felt your session was helpful in preparing them for the planning session on Day Two. There was universal agreement that your presentation helped to unlock ideas from everyone. Without your presentation and your guidance through the group exercises, the day would have become very stale - and so would the thinking! People also indicated the exercises would be useful with their work teams and planned to give them a try when they got back to their offices.

The retreat was a real success overall - clearly exceeding my expectations. Bonds have formed between our two networks that I had not envisioned. After your program, we had a session on legal pitfalls and the discussion was very lively. I attribute that to the impact of your exercises. The presenter for the legal section even used her pipe cleaner creation as part of her presentation.

On Day Two each group had a separate planning meeting and the results were very impressive. Both groups had a list of ambitious goals and a rationale for pursuing them. We got together in the afternoon and shared our lists. It was really nice to see the input from the Kansas City group on the Colorado list and the Colorado group's input on their list. Again, I think your presentation went a long way in loosening up the two groups.

Thanks again for a very lively, interesting and results-producing workshop!



Joe Miles
General Manager