

From: Marna Borgstrom (Y-NHH)

Sent: Monday, 10/12/2010 3:48 PM

To: Christine Becnner

Subject: Re: Scott Burrows: Speaker for YNHHS Service Excellence Conference

"Scott brings the fundamentals of service excellence to life. He is a person who has lived a nightmare and emerged with life lessons that inspire us all. He speaks eloquently and passionately about family who supported and motivated him; and about healthcare professionals who looked at him as a case and those who looked at what he could accomplish with appropriate challenges and optimism. I have never before seen managers lined up for 30 minutes during a break just so they would have a chance to speak with him personally. Truly remarkable."

Best,

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