



**INOVA HEALTH  
SYSTEM**

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Dr. Rick Goodman  
7247 NW 22<sup>nd</sup> Drive  
Pembroke Pines, FL 33024

Dear Rick:

Thank you for speaking at our ILI seminar on February 24. Your presentation on leadership and healthcare customer service was very well received by our ILI members. Your speech was inspirational and the additional reference material you provided were both fascinating and timely. We have learned a great deal and plan to build upon your motivational suggestions by looking for opportunities to implement the "I can, I must, I will" lessons. Our only regret is that we didn't have the opportunity for you to address the rest of our Inova family.

We hope that you enjoyed meeting the members of Inova's ILI and that you will consider returning in the future.

Thank you again for taking the time to speak at our seminar.

Sincerely,

Knox Singleton