

Dear Rahla and Richard,

Thank you for being the keynote speakers at the Children's Hospital of Orange County's 2nd Annual Case Management Conference, "Case Managers: Ready for the Daily Race." Your energetic and entertaining personalities were the perfect way to open and close our event.

Your topic of "The Neuroscience of Fun and Compassion Fatigue" was of great interest to everyone attending. Conferences where nurses receive Continuing Education Unit (CEU) credits, are often filled with facts and statistical information that is needed by that profession to do their everyday work. Although this information is imperative to their learning, your presentation added a different perspective to balancing work and life responsibilities.

"The Power of Play" prepared the nurses for their everyday work challenges. Your presentation presented a meaningful and timely topic in a dynamic way with facts, fun and experiences that kept everyone involved. To see the participants up on their feet and laughing till it hurt was a great confirmation that laughter can help heal the soul. Most participants didn't want to miss anything you had to say.

Your evaluations were excellent. It is clear that your message and delivery were conference favorites!

When we first spoke, I wasn't entirely sure what "The Power of Play" was. By the end of our first meeting, I felt I had been given a "mini-training" that helped me shift the dynamics of an ongoing problem I had with difficult challenges in my work. Your advice was the perfect solution to an opportunity for improvement and easy to implement. I now understand that the "art of a playful attitude" and a change in perspective can have a deep and profound impact on complex challenges.

Thank you for participating in our conference, and thank you for your sense of humor, your wisdom and your contribution in making this year's conference a resounding success!

Best,



Karen Pugh MSN, RNC, CNS
Director, Case Management Department