

Tim Gard, CSP, CPAE
President & CEO
Tim Gard International



Dear Mr. Gard:

On behalf of The Governance Institute, we would like to thank you for your participation in the recent 16th Annual NRC Picker Symposium, Path to Patient-Centered Care at The Grove Park Inn Resort & Spa in Asheville, NC on September 6-28, 2010.

Enclosed is a summary of the evaluations submitted by the attendees for your presentation. I trust that you will find continued encouragement from their responses. We have also tallied an average for you from the six different categories. The scale runs from one to six, with six being the highest.

| | (General Session) |
|--|-------------------|
| Presenter's effectiveness in communicating information | 5.33 |
| Presenter's ability to keep my interest engaged | 5.00 |
| Presenter's level of knowledge about the topic | 4.82 |
| Relevancy and timeliness of subject matter | 4.64 |
| The information was sufficiently challenging | 5.40 |
| Practical take-home value | 5.17 |
| Total Overall Average | 5.93 |
| Number of Responses | 110 |

Average ratings for general session speakers as a whole:

| | |
|---------|------|
| Highest | 5.93 |
| Lowest | 4.71 |
| Mean | 5.20 |

Again, thank you for your participation and we look forward to working with you in the future.

Sincerely,

Conference & Partnership Executive