



International Business Machines Corporation

1333 Main Street  
Columbia, SC 29201

Mr. Barry Wishner  
President  
**PROFORMANCE**  
568 Eleanor Drive  
Woodside, California 94062-1122

Dear Barry,

What an inspiring wrap-up to the IBM Healthcare Forum held in Palisades, New York. After a day and a half of presentations concerning healthcare issues, their challenges, and ways to address them, your presentation was truly eye-opening.. You have a keen insight into human behavioral patterns and how it relates to professional performance. I thoroughly enjoyed your presentation as did my clients, who attended the Forum.

Execution is truly the key to success for healthcare professionals today. Its time for all of us to walk the talk. Our world has become cluttered with discussions, plans, promises, etc. Action is the requisite for survival today.

Thank you for sending me a copy of the article "Healthcare in the 21st Century," as well as the "Wishful Tape Measure." The article is a well-supported report on the characteristics for survival in the healthcare industry and the tape measure always earns a smile and laugh.

Thanks again and best of luck to you and your organization.

Sincerely,

G. Douglas Surret  
Senior Client Representative  
IBM Healthcare Solutions