



### ***What clients say ...***

AGLG annual conference, *Governing and Leading Healthcare Organizations* in Naples, Florida (2004), "Things You Must Do to Be a Really Great Director" ... the highest rated of 18 sessions. Participant comments:

- "This, alone, was worth the price of admission."
- "Golden voice, platinum content."
- "All directors should hear Denny's words of wisdom."
- "The best presentation on governance I have ever heard ... and I've heard a lot."
- "Practical and empowering; I've been thinking about resigning my hospital board seat ... after listening to 'Dr. P.' I'm not ... yes, I can make a difference and add value."
- "This guy raised all of us out of our chairs (at the end of a very long day)!!!"

"Many thanks for the great job you did at our Annual Conference in Williamsburg ... the participants gave you the best rating of all our speakers ... we want you to join us next year. I know you are happy in Washington for all the right reasons, but selfishly wish you were still here in Virginia."

Larry Sartoris  
President  
Virginia Hospital Association

"Your session, 'Building Better Boards and Board and Board Relationships' at our VHA Leadership Conference in Chicago was rated among the very best of over 50 sessions with 2400 attendees ... 4.87 (speaker) and 4.83 (content) out of a possible 5!!! We seldom see evaluations this high."

Sue Adams  
Manager, Education  
VHA, Inc.  
Irving, Texas

"Denny, an absolutely stellar performance at our system-wide governance conference!! You energized and challenged members of our boards. UPMC's governance system is complex and cumbersome; we look forward to working with you in streamlining it."

Jeffery Romoff  
President and CEO  
UPMC Health System  
Pittsburgh, Pennsylvania

"A brief note to let you know how much I enjoyed - and benefited from - your presentation in Phoenix. I learned more about my REAL job as a hospital trustee during your brief session than I had in 15 years on the job."

Art Eulene, M.D.  
former health anchor  
NBC Today Show

"Thanks so much for conducting a wonderful board retreat. Your facilitation and speaking skills (use of imagery, stories, illustrations and anecdotes) is incredible. I don't think anything could have been better. The retreat exceeded everyone's expectations."

Jean Haskell  
Senior Vice President  
Emanuel Medical Center  
Turlock, California

"I would like to thank you again for doing an outstanding job at our retreat. All of the feedback I've received from the directors has been uniformly AAA+. The value provided far exceeded your fee."

Tom Myers  
President and CEO  
Physician's Insurance Companies  
Seattle, Washington

"Denny, I really feel great about the retreat; you did one-heck-of-a job for us. I spoke with \_\_\_\_ (board chair) this morning about how we should get moving with the process of identifying stakeholders, better understanding their interests/expectations, and getting the board moving with reformulating the vision and key goals. We are wasting no time!!"

Milton R. Siepman, Ph.D.  
President and CEO  
General Health System  
Baton Rouge, Louisiana

"Just wanted to let you know how much I enjoyed, and learned from, your ACHE seminar on "Building Better Boards and Board Relationships." Indeed, it was one of the best College events I have ever attended .... You have changed the way I think about my future and who impacts it."

Vanda Scott, Ed.D., FACHE  
CEO  
Select Medical  
Knoxville, Tennessee

"Thanks for an excellent retreat. You accomplished everything that \_\_\_\_ (board chair) hoped we would. I have had numerous comments from members of the value received; not only for Infirmary, but also for the other boards on which they sit."

E. Chandler Bramlett  
President and CEO  
Infirmary Health System  
Mobile, Alabama

"Why can't all my presenters be like you?? Our members loved you at last week's *Commit to Governance* conference ... they want more. Credit for the best-ever attendance in some years goes to you. We will definitely plan future endeavors for many years to come."

Carol Brown  
Vice President - Education  
Virginia Hospital and Healthcare Foundation  
Richmond, Virginia

"I want to thank you for your most able facilitation of our board retreat. We have just analyzed the evaluations (attached) and you received a 9 out of possible 10 across the board ... unbelievable evals from a bunch of highly critical docs!! I have enclosed a first draft of our follow-up plan to address issues raised during the retreat and would like to talk with you further about a few of them."

John W. Oberlies  
Executive Director  
Rochester IPA  
Rochester, New York

"Thanks for a truly great keynote address at our 66th annual meeting. You were the highest rated speaker (by far), scoring an almost perfect 10. Some of the written comments were: "more on governance" ... "Dennis Pointer = class act" ... "He's been there / done that and is totally credible + one of the finest speakers I've ever heard."

Linda Klein  
Director of Education  
Washington State Hospital Association  
Seattle, Washington

"WOW! What a great job you did with our board of directors. The level of interest, participation, thinking and planning was phenomenal. I have sat at the feet of a master."

Sharon Andre  
Vice President - Development  
Martin Memorial Health System  
Stuart, Florida

"Dennis, we did it! We have finished the implementation phase of our governance redesign and development initiative (and almost on schedule). Thank you so much for directing the assessment, analysis and recommendations phases of the project. We have leaner and far better governance because of your leadership and (quite frankly) holding our feet to the fire."

James Cullen  
President and CEO  
St. Raphael Health System  
New Haven, Connecticut

"Personally, and on behalf of those who attended the FSC system-wide governance conference in Santa Fe, thank you so much for your provocative and empowering session; I have never seen anyone conduct a "conversation" with 200 people. The formal evaluations (a summary is attached) clearly indicates that you "knocked one out of the park."

John W. O'Connell  
President  
Franciscan Services Corporation  
Sylvania, Ohio

"GAP is the best board assessment tool we have ever used. It is rich, precise and comprehensive enough to focus the board's attention on what must be done to improve ... rest assured, we will be using it in the future."

R. Timothy Stack  
President and CEO  
Borgess Health Alliance  
Kalamazoo, Michigan

"The most profitable two days our board has ever spent together .... You helped us produce a practical and actionable plan to get moving. Your personal class, constant good humor and willingness to be appropriately confrontive made one heck of a difference."

Roger Gilbertson, M.D.  
President and CEO  
MeritCare Health System  
Fargo, North Dakota

"It was a pleasure seeing you work ... I picked up a lot of "pointers" (no pun intended) for facilitating my next board retreat. GAP is a terrific assessment tool, and the way you guided our board through the action planning process was superb. We are now formulating a task list; I'll forward you a copy in several weeks. We have our work cut out for us."

Don Arnwine  
Board Chair  
Baylor Medical Center - Irving  
Irving, Texas  
[Don was the founding President  
and CEO of VHA and is now a  
governance consultant]

Participant evaluation quotes from American Governance & Leadership Group Annual Symposiums ... Aspen, Colorado - Scottsdale, Arizona - San Francisco, California:

- "Dennis was spectacular, best of the day."
- "Wow!! Finally somebody (Dennis) articulated out loud what is wrong with governance and how it can be improved."
- "The best presentation on governance I've ever heard. Superb content, beautifully delivered."
- "One of the most critical and interesting presentations of the conference. I got a host of take-aways."
- "This presentation should be a must-hear for all directors, new and experienced."
- "Dr. Pointer always delivers ... When he speaks, I listen."
- "Denny is a silver-tongued visionary. He challenged the audience without being preachy."
- "The directors of Enron, AHERF and HealthSouth should have heard this presentation before the debacles."

Participant evaluation quotes from American College of Healthcare Executives CEO seminar, *Building Better Boards and Board Relationships*:

- "This was one of the best professional growth experiences I've ever had in a two day seminar."
- "Denny was passionate, tough, forceful ... he really held our feet to the fire in examining how we lead our boards ... but, he did so with a caring, supportive and humorous style."
- "This guy is one hell of a story teller ... this really brought his solid principles of great governance alive."
- "Really appreciated the opportunity to get some curb-side consultation from a true gov-

ernance expert. Denny stayed after the first day session for about an hour with a small group of us that wanted more.”