



Dear Participant,

We are pleased you are joining us for our two-day public See Me as a Person Workshop on October 2-3, 2017, at the Oregon Zoo in Portland, Oregon. We believe it will be a significant and rewarding step in the development and sustainment of your patient experience program in your organization.

I am at your service and available to answer any questions you may have prior to your arrival. My contact information is at the end of this letter.

WORKSHOP LOCATION

This workshop will be held in the beautiful city of Portland, Oregon at the luxurious conference facilities at the Oregon Zoo - 4001 Southwest Canyon Road, Portland, OR 97221

Please plan to arrive between 07:00 and 08:00 to check in and enjoy the continental breakfast. Lunch and afternoon snacks will be provided, with check out and closing at 16:00.

Program Schedule

| Date | Time |
|--------------------------------|-------|
| October 2, 2017 | |
| Check In/Continental Breakfast | 07:00 |
| Session Start | 08:00 |
| Session Close | 16:00 |
| October 3, 2017 | |
| Continental Breakfast | 07:00 |
| Session Start | 08:00 |
| Session Close | 16:00 |

Casual, comfortable attire during all sessions is encouraged. You may want to bring a sweater or light jacket, as the conference room may get chilly. If you have any questions, don't hesitate to contact me. I look forward to seeing you soon!

Sincerely,

Traci

Traci Hanlon
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