



Pennsylvania Association for
HEALTHCARE QUALITY

January 23, 2019

Dear Rob:

We would like to thank you for your outstanding PAHQ webinar "Robology 101: A Patient's Perspective on Quality Customer Care." The presentation was dynamic, inspiring, intellectually captivating, of great interest and relevance to our field, and very informative. Your speaking style and presentation were engaging and interesting to all.

It was a great pleasure to have the opportunity to have you share your perspective with the PAHQ community!

With appreciation,

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