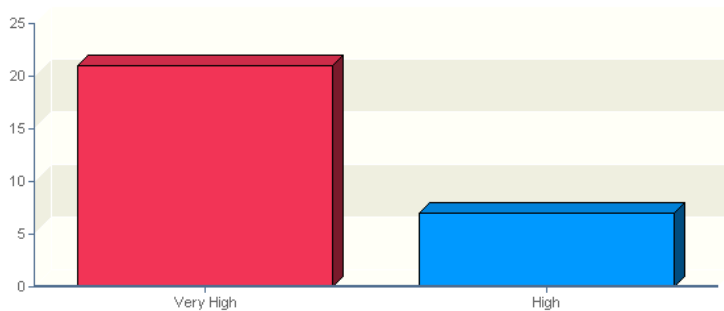


Report: Response Summary Report

Survey: ConvUrgentCare Strategy Symposium January 2010

Compiled: 02/17/2010

1. How would you rate the overall value of attending the meeting?



STATISTICS

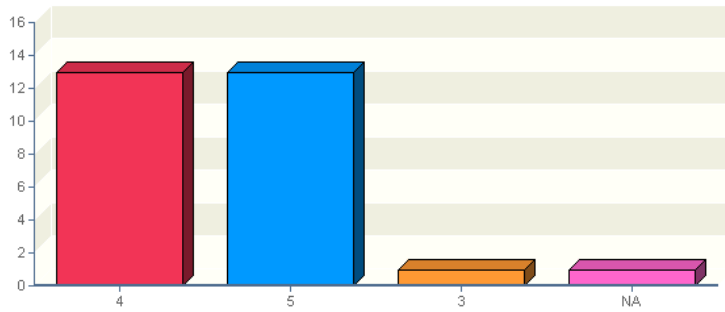
Choices Selected: 28

Total Responses: 28

SUMMARY

VALUE	COUNT	PERCENT %
Very High	21	75.00%
High	7	25.00%

2. Please indicate your satisfaction level with the price of the meeting relative to the value it provided.



STATISTICS

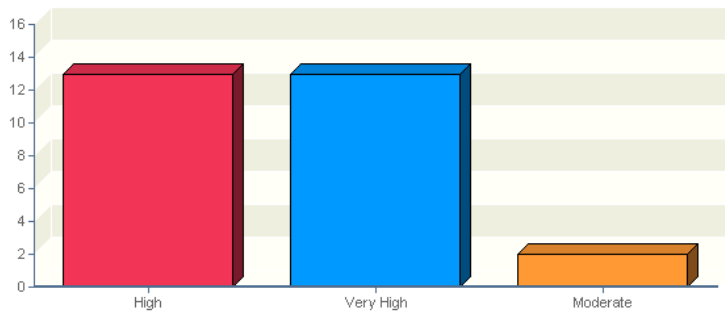
Choices Selected:	28
Total Responses:	28
Average:	4.29

SUMMARY

VALUE	COUNT	PERCENT %
4 Satisfied	13	46.43%
5 Very Satisfied	13	46.43%
3 Neutral	1	3.57%
NA	1	3.57%

Report from www.SurveyGizmo.com

3. How would you rate the overall agenda format of the meeting?



STATISTICS

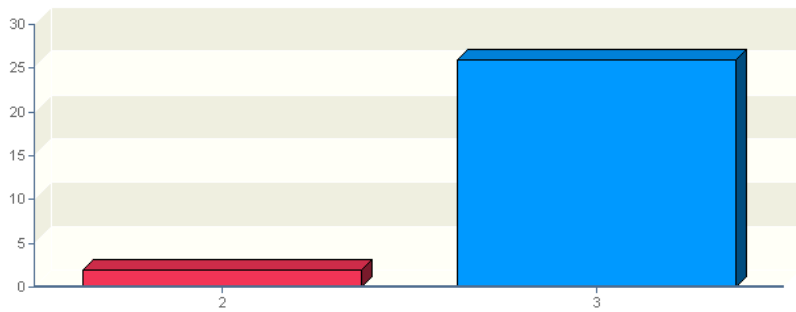
Choices Selected:	28
Total Responses:	28

SUMMARY

VALUE	COUNT	PERCENT %
High	13	46.43%
Very High	13	46.43%
Moderate	2	7.14%

Report from www.SurveyGizmo.com

4. How would you rate the time allocated for the meeting (1.5 days)?



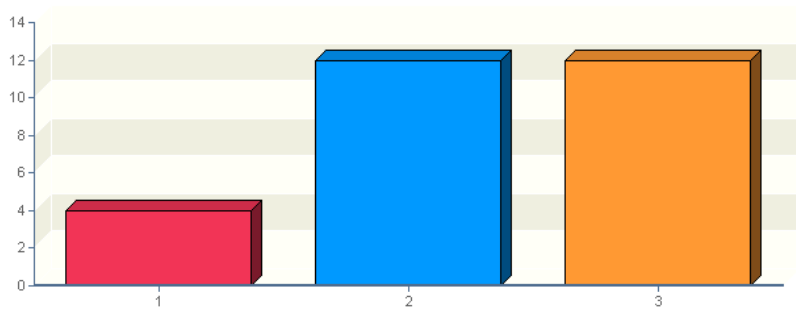
STATISTICS	
Choices Selected:	28
Total Responses:	28
Average:	2.93

SUMMARY

VALUE	COUNT	PERCENT %
3 Perfect	26	92.86%
2 Too Much Time	2	7.14%

Report from www.SurveyGizmo.com

5. How would you rate the location of the meeting (Minneapolis/St. Paul) vs any other city?



STATISTICS

Choices Selected:	28
Total Responses:	28
Average:	2.29

SUMMARY

VALUE	COUNT	PERCENT %
2 OK	12	42.86%
3 Great	12	42.86%
1 Poor	4	14.29%

Report from www.SurveyGizmo.com

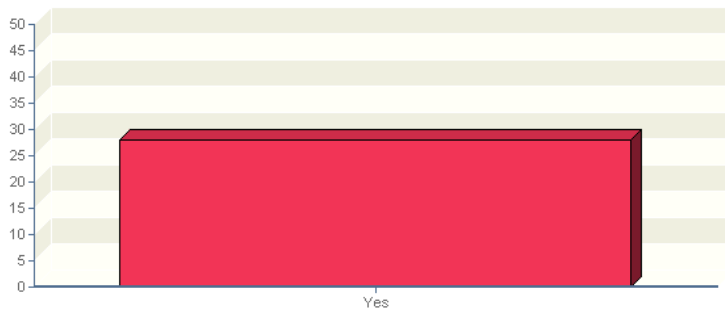
13. How satisfied were you with the meeting hotel? ()							
	Very Satisfied			Very Dissatisfied			
ITEM	5	4	3	2	1	Avg	Total
Service	35.7% 10	53.6% 15	10.7% 3	-	-	4.3	28
Meeting Space	32.1% 9	53.6% 15	14.3% 4	-	-	4.2	28
Guest Rooms	32.1% 9	39.3% 11	28.6% 8	-	-	4.0	28
Food	25.0% 7	50.0% 14	21.4% 6	3.6% 1	-	4.0	28
Overall Hotel Condition	17.9% 5	64.3% 18	17.9% 5	-	-	4.0	28
Average %:	28.6%	52.1%	18.6%	0.7%	0.0%	4.1	140

Total Responses: 28

14. How satisfied were you with the dinner at Tucci Benucch (Mall of America)? ()							
	Very Satisfied			Very Dissatisfied			
ITEM	5	4	3	2	1	Avg	Total
Service	50.0% 14	17.9% 5	32.1% 9	-	-	4.2	28 4.5
Food	53.6% 15	14.3% 4	32.1% 9	-	-	4.2	28 4.5
Location	60.7% 17	14.3% 4	25.0% 7	-	-	4.4	28 4.7
Average %:	54.8%	15.5%	29.8%	0.0%	0.0%	4.3	84
	68.3%	20.6%	11.1%			Total Responses: 28	

Note: 7 people were unable to attend. 6 of those rated Tucci Benucch with a 3 and one rated it with a 5. Numbers above in red reflect ratings of only those who attended.

15. Would you attend the ConvUrgentCare Symposium next year?



STATISTICS

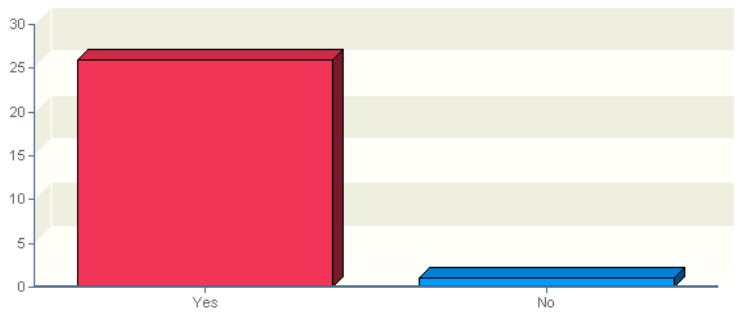
Choices Selected:	28
Total Responses:	28

SUMMARY

VALUE	COUNT	PERCENT %
Yes	28	100.00%

Report from www.SurveyGizmo.com

16. Was this a good time of year to attend this meeting?



STATISTICS

Choices Selected:	27
Total Responses:	27

SUMMARY

VALUE	COUNT	PERCENT %
Yes	26	96.30%
No	1	3.70%

Report from www.SurveyGizmo.com

DATA

CODE	VALUE
61972837	Minneapolis is a lovely city and I know it's more cost-efficient to have the symposium held locally. I might suggest doing so just a little later in the year - perhaps late Spring. I loved the format of the case studies, and it is encouraging that others' have been in the marketplace not much longer than my health system. It validated many thoughts I had about what I am seeing in my market. I am leaving with several useful tips, especially around marketing. The meeting was well-worth attending - even in winter!
61973433	I would suggest starting the meeting with everyone introducing themselves and letting everyone know why they are attending.
62024917	It would be really nice to get updates on what some of the systems are doing in the next year since many of them have not operated for a long time. I do think discussin all the variation of retail, urgent care and occ med is important because people all have different blends
62047460	Loved the ability to ask questions during the presentations. Learned alot from the other attendees.
62091056	Liked the strategic focus Liked the operational ideas Would of liked hearing from some speakers with MORE experience (not just the new ones) Best practice sharing would be great.
62096391	well done - I liked the diverseness of the presenters and the way that you grouped their presentations.
62223338	excellent balance on the subject
62645445	Tom provided a holistic view of the retail and urgent care market. The meeting was not too formal, which was nice. The agenda was excellent. I would have liked to see more information on potential changes/issues to the retail/urgent care market given the healthcare discussion in Washington. I would have also liked a little more information on available means to finance these types of businesses. But I really do not have any disappointments about the information presented, it was very insightful. Some speakers did not have enough cotent to fill up their allotted time, but it was not a major issue.
62730977	Great presentation by Tom to set the stage, great (and often proprietary info from "real life" case studies-very much appreciated.
62733599	Tom Charland's bootcamp was the most beneficial aspect of the conference for our group. I think 45 minute presentations for the rest of the speakers would have been sufficient.
62729003	Starting at 7am and ending at 9 or 10pm after dinner is too much for me. While I'm away from the office, I need that time from 5pm to 10pm to call the family, check e-mail, check voicemail and get some things done. Loved the meeting but I came back from this meeting tired and behind on my work. Starting early is great-- but end early and give us time to get some work done in the evening. Overall, great job on the meeting-- very organized and very well thought out.
62793127	Time away from the office is difficult...this symposium was very organized for the limited time allowed and brought together a nice variety of retail and urgent care business models.

Appendix 10:

Please provide any comments on the hotel rooms, meeting facility, food or service.

DATA

CODE	VALUE
61972837	I travel a lot, and I cannot remember any staff being more accomodating or friendlier. everyone - and I mean everyone - with whom I interacted went out of his / her way to be helpful. I don't think i've ever had a cleaner room! The staff is to be commended.
61973433	Mediocre hotel but good location to airport and
62016179	Hallways and rooms were cold. Food on Day 2 for breakfast seemed to be old. The bagle was hard as a rock!
62047460	A microphone (even a lapel one) would have been nice for some of the speakers. When the heat came on, it was so loud that it was difficult to hear the speakers at times. Also, I was appalled that Marriott's charged for WiFi. Unheardof.
62091056	Only complaint for hotel was heat and Air controls were loud in the meeting room. Hotel staff was great, rooms nice and food inrestaurant was very good. Proximity to mall was fun.
62096391	For undergoing construction the hotel was nice and clean. the staff was very pleasant and incredibly accomodating!
62431058	Good conference facility I did not use the guest rooms
62593431	It was perfect for the group size
62793127	On day one, for me, the lighting in the meeting room was too low for me. I prefer to be able to see the speaker...makes for a better 'connection'. The second day was much improved.
62894768	Only complaint would be when the HVAC came on, it was hard to hear the presenters.
63288807	Very difficult to hear many of the presenters.

Appendix 11:**Please provide any comments on the dinner at Tucci Benucch.**

DATA

CODE	VALUE
61972837	Thank you for so graciously hosting us.
62016179	Did not attend
62223338	Did not attend
62022632	missed it
62023703	Very nice restuarant. Considering the temp and travel, could of had dinner at the hotel without an issue.
62051382	Not able to attend
62091056	Did not attend --- so can't judge food or service. sorry.
62096391	Great dinining experience. I didn't expect to be treated to dinner. Thank you!
62431058	Excellent choice
62604815	Sorry - didn't attend the dinner.
62593431	Great food and great company. Thanks
62729003	Great food.
62793127	Appreciated the proximity to the hotel.....servers were accommodating and friendly.....family style dining was great for a group our size.....and the food was delicious.....shopping was just a few steps away!!!!.....met all my expectations!!
62894768	Great choice for dinner. Allowed time to network and visit. Food was excellent, would like to go back.
63288807	Unable to attend

Appendix 12:

Please provide any feedback on where and when you would prefer to hold the next symposium.

DATA

CODE	VALUE
61972837	Any place warmer ...
61973433	Scottsdale, AZ
62016179	Somewhere warmer!
62018346	Best if closer to Mid-Atlantic region
62023703	Someplace warm. I like Las Vegas.
62024917	Scottsdale, key west, san diego??? some place warmer???
62037132	Somewhere warm.
62091056	Maybe chicago or more central location????
62096391	no strong feelings
62604815	Minneapolis is OK - but very cold in January! If I am flying somewhere in January, I prefer to go somewhere warm!
62645445	A sunny place would be nice :) , like Arizona or Florida.
62730977	Central time zone is good for all--easy travel than having on either coast.
62735390	Someplace warm
62733599	It would be ideal to have it in the midwest again.
62729003	Thought Minneapolis was fine.
62793127	Comment for #26. My calendar was free to attend which was a positive...traveling in the winter to a frigid location....not so appealing....however I must admit the convenience from airport to hotel /meeting rooms/to the MOA was well positioned.
62894768	Some place slightly warmer. San Antonio, Nashville, Orlando

DATA

CODE	VALUE
61973433	This meeting exceeded all of my expectations.
62016179	I thought it was very well done and enjoyed the meeting very much. Great job! You might want to add to the survey a "I did not attend button"
62018346	Would be nice to have a side by side comparison of urgent care vs. retail.
62023703	Great Symposium!!!! Very well run and thorough. Will definately speak highly about this conference.
62024917	Having Bellan present might be interesting since they sort of use the franchise type business model and maybe everyone does not want to reinvent the wheel on thier own. Might also be interesting to hear how they got to that model and what type of markets they are successful in.
62037132	I think the symposium was great and enjoyed myself very much.
62091056	Very informative and worth the price and effort to get there. A good learning experience for me and great contacts to network with.
62096391	It would be nice to have all the information from the symposium on the CD, e.g., attendee list.
62223338	excellent meeting
62431058	All Merchant Med meetings I have attended have been excellent. This meeting included. My only suggestion is provide a heads up to Target and Minute Clinic that we will be visiting. We caught them by surprise. The time invested in the tours was marginally beneficial.
62604815	The first day was awesome! Very intrigued by both Tom Charland's presentation as well as Karen Bowling. Some of the other speakers were not as good. Overall, though I really enjoyed the conference. Small group size was nice as well! Thanks so much!
62593431	The conference exceeded my expectations. It was a great opportunity to learn what is going on out there and how others are dealing with this new delivery system.
62645445	Great job! It was definitely worth my long journey to get there. This is THE symposium if you want to know what's going on in the walk-in medicine industry.
62733599	It was difficult to hear all presenters at the conference. Overall good topics to discuss and good representation of the nation.
62793127	Thanks for including the CD. Appreciated the size of the conference which made networking very easy.....my overall rating for the time spent is "Excellent".
62894768	Overall, I felt that this was well worth my time. Gained some additional insight that I hope to apply to my organization and our operations.