

## Trans Medical Education Program

June 2, 2013

This letter of recommendation is to give support to **Mark Q. Jones aka Coach Q**. Throughout my 20-year career in medical administration, I have heard a minimum of 15 motivational speakers, either at workshops or staff professional development. **Mark Q Jones** is one of the most inspiring speakers that I have encountered and who I have witnessed make an immediate impact on staff. His passion and experiences alone captivate the audience. The message that he presents is unique, interactive and inspirational; significantly palpable to staff involved in medical situations.

UCSF Fresno is a major educational and clinical branch of UCSF that is located in the Central San Joaquin Valley and is administered by the Office of the Associate Dean in Fresno. In particular the UCSF Fresno Department of Surgery directs patient care activities at both Community Regional Medical Center (CRMC) and Veterans Affairs Central California Health Care System (VACCCHCS) and oversees the education and training of surgery residents and fellows. Since 2010, the UCSF Fresno Department of Surgery (DOS) has experienced significant growth, requiring recent restructure of the Department to add support staff positions in the areas of residency program, fellowship program, and faculty support. Staff is constantly challenged to meet the programs' expectations and to produce a facility and effectively and within a team work environment.

**Mark Jones'** approach is a gateway to building best practice implementation. His training is honest and engaging. One such workshop "Are You Healthy Enough to Serve?" allows for staff to openly share and discuss areas of frustration while encouraging "wins" or solutions to everyday challenges. **Coach Q** walks his audience through an experience while setting self-reflection and personal change. His concepts are refreshing and key to increase staff engagement and ultimately better business practice. Performance improvement is key to an organization. **Mark Jones** is a force that promotes such transformation.

I recommend **Mark Jones**, highly. We plan to bring him back for our Surgery Faculty retreat and to further promote staff engagement with his new workshop "Recipe for Success."

