



University of California  
San Francisco

**Fresno Medical Education Program**

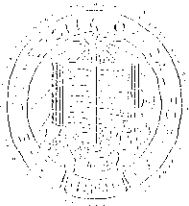
June 2, 2015

This letter of recommendation is to give support to Marc 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. Marc 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 experience alone captivate the audience. The message that he presents is unique, interactive and inspirational; significantly palpable to staff involved in medical education.

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 (VACCHCS) 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 efficiently and effectively and within a team work environment.

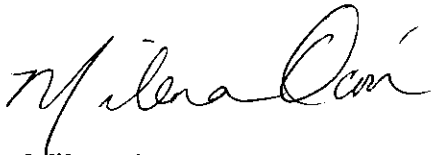
Marc Jones' approach is a gateway to building best practice implementation. His training is honest and engaging. One such workshop "Are You Healthy Enough to Serve?" allows for staff to openly share and discuss areas of frustration while encouraging "tools" or solutions to everyday challenges. Coach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

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



Should you have any inquires or wish to discuss the ongoing impact on our staff, please contact me at (559) 499-6590.

Sincerely,

A handwritten signature in cursive script that reads "Milena Ocon". The signature is written in black ink and is positioned above the printed name and title.

Milena Ocon  
Manager, Department of Surgery  
UCSF Fresno Medical Education and Research Center