



President Ben Shah's Message

Winter 2015

Hard to believe that we are already in 2015 and my year as president is half over. This has been an amazing time, representing the great people of the Oregon chapter. We do great work together and it shows.

Just a few days ago, our member satisfaction survey results were released. I'd like to thank all of you who took the time to fill it out (continue reading the newsletter to find out who won the iPad mini for participating). It really helps us chart our course for the next year and lets us know what we're doing right. A few highlights:

- 25% of the membership responded to the survey (double the national average).
- Overall high satisfaction with the chapter was 72%! Up from 66% the prior year.
- You also rated the chapter high on coverage of state and local issues, educational programs, and speakers.
- Satisfaction with this newsletter also went up 14% in one year!

At the same time, you gave us some things to think about and work on. Most notably were desires for better networking opportunities and improvements to our chapter website. As a leadership team, we couldn't agree more. Your president next year, Jeff Johnson, is already working on a plan to overhaul the website and your leadership team this year has networking as a strategic focus area. Look for more to come on that in the near future.

One of my favorite parts of the survey is reading the comments. Most notably are these two, which sum up the challenge of making everyone in the chapter happy:

- More programs in Portland.
- Less programs in Portland.

We'll do our best on that one!

In the end, what does all this mean? It means we're doing a good job and can continue to grow and serve our members better. We will spend the meeting in February looking into the results in more depth and look for ways to adjust to the needs of the chapter. If you have any specific ideas, please feel free to contact me directly at: bshah@olyortho.com

Ben