

Join Us at the February Luncheon



MARK WATSON
Doctor of Physical Therapy
and Founder,
Watson Companies

► THE PROGRAM

Uncommon Service: Cross-Industry Insights into the Patient Experience

In a healthcare landscape that often feels transactional, shifting from a “clinical encounter” to a “comprehensive experience” can transform patient outcomes and loyalty. **Uncommon Service** explores how exceptional value can be created, drawing on service models from inside and outside of healthcare. Attendees will learn to identify friction points in the patient journey and implement cross-industry strategies to foster a culture of excellence that resonates far beyond the exam room.

► THE PRESENTER

Mark Watson is a doctor of physical therapy and the founder of Watson Companies, overseeing a diverse portfolio of service-focused businesses, including CSM Flooring, Integrative Therapies, and Concord Property Management. His unique vantage point across multiple sectors allows him to bridge the gap between business efficiency and compassionate, person-centered care.

► THE LUNCHEON

WHEN: 11:45 – 1:00 p.m., Wednesday, Feb. 18, 2026

WHERE: Ovations Lounge, Greensboro Complex (See Map, Page 4)

COST: Free with membership; \$35 for guests

RSVP: Click [here](#) to log in and register for the luncheon

RESERVATIONS REQUIRED; PLEASE NOTE ANY DIETARY RESTRICTIONS

GMDM IS AT A CROSSROADS

**See President's Column,
Page 2**

► JANUARY PUZZLER WINNER

Congratulations to Myrna Angle of Healthcare



Management Group, who won the Puzzler Prize at the January luncheon. Her prize was a \$50 gift card to Village Tavern, provided by the restaurant.

► PUZZLER QUESTION

Read the question on Page 3, look for the answer in the ads, and you might be February's Puzzler winner!

► ADVERTISER FOCUS:

**ANESTHESIOLOGY
CONSULTANTS OF NORTH
CAROLINA (ACNC)**
See Story, Page 3

► WHERE ARE WE MEETING IN FEBRUARY?

Don't forget that we are back at our original location in the Greensboro Complex: Ovations Lounge. Come check out the beautifully renovated space!

See Map, Page 4.

GMDM Is at a Crossroads: We Need Greater Involvement to Continue

Thank you to those members who attended our luncheon on January 21 and those who took the time to answer the questions on the poll that was sent out via email.

At the meeting, we were able to engage in some discussion about GMDM and took suggestions on how to move forward. Again, thank you to all who attended and provided input. If you did NOT receive an email with poll questions or meant to answer it but didn't, please let me know so I can send a copy to you.

GMDM Needs You

To remain active, relevant and legally able to operate, we need members who are willing to step into leadership roles and committees. This doesn't mean doing everything alone – it means sharing responsibility, ideas and energy, so the organization doesn't rest on the shoulders of a few.

If GMDM has ever brought you value, connections or opportunity, this is the moment to give some of that back. Leadership doesn't require perfection – just commitment.

MESSAGE FROM THE PRESIDENT

by Scott Reinecke



The Poll Results

We sent an email poll in mid-January to get members' input on the organization and their involvement. Our poll went to 52 past and present members; 15 responded to at least one question. The results are:

- 8 of 14 respondents find value in being a member of GMDM.
- 8 of 15 respondents are not willing to serve on the Board or join a committee.

Interest in serving as Treasurer:

- 0 respondents are willing to serve as Treasurer.

Interest in joining a committee:

- 2 people expressed interest in joining the Community Service Committee
- 1 person expressed interest in joining the Communications Committee
- 3 people expressed interest in

joining the Golf Tournament Committee

- 7 people did not have interest in joining a committee.
- 2 people did not answer

What's Next for GMDM?

No one who responded to the poll was willing to assume the role of Treasurer, a position that must be filled for GMDM to continue as an organization. Do you know someone who might have the qualifications to take on this position? If so, we want to hear from you. We can provide this person with a free GMDM membership. [Click here for a description of the Treasurer's duties.](#)

The GMDM Board will be meeting on February 13 to discuss our best options for moving forward based on the results of the poll, the input given at our January meeting, and any other suggestions received.

While we understand the legacy, history and value that GMDM can bring, we also need to address the reality of possibly dissolving the organization or allowing those who are interested in rebranding/renaming the organization with a new board and new bylaws to step in and lead.

We would love to hear your ideas and thoughts on GMDM, including whether you believe we should continue the organization and how you might get involved. [Please feel free to message me at scott.reinecke@griswoldcare.com with any input.](mailto:scott.reinecke@griswoldcare.com) I look forward to hearing from you and seeing you at the February luncheon!



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GMDM
Guilford Medical & Dental Managers

PO Box 10735, Greensboro, NC www.gmdm.org

Pulse, the newsletter of Guilford Medical & Dental Managers, is published online monthly.



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Mario Singleton
GMDM Rep

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Learn more about ACNC [here](#).

Anesthesiology Consultants of North Carolina, PLLC (ACNC) is an independent, physician-led practice that has proudly served the Cone Health System for more than 40 years. ACNC's mission is to provide excellence in perioperative care for patients and the community.

Areas of Specialization

ACNC physicians are highly trained specialists in multiple areas, including cardiothoracic, neurosurgical, obstetric, ambulatory, pediatric, and regional anesthesia. They are committed to delivering exceptional patient care through evidence-based practices, outcome measurement and continuous quality improvement.

Committed to Patient Safety

ACNC participates in over 20 quality and safety initiatives to improve care in the community. In addition, ACNC physicians are leaders and active members on over 20 hospital committees to improve patient care.

Advanced Training and Certification

ACNC's physicians have nearly 300 years of post-residency clinical experience. The staff includes nine sub-specialty-trained anesthesiologists and four anesthesiologists with advanced certifications, non-anesthesia board certifications and graduate level degrees. ACNC's

5-year physician retention rate is more than 98%.

Supporting Community Health

ACNC forms strategic partnerships through advocacy and currently serves in the following capacities:

- NC Governor Appointee - North Carolina Healthcare Advisory Committee
- NC Governor Appointee - Gun Violence Education and Prevention Steering Committee
- NC Governor Advisor - Advisor on Healthcare Policy
- Director of Quality, NC Safe Surgery Initiative, Climate and Health Equity
- Board Member - Foundation for Development of Minority Physicians [Cone Health Partner]

In addition, ACNC has provided more than \$250,000 to local organizations to promote health and wellness in the Greensboro community.

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The Puzzler???

What sports event is on Feb. 8, 2026?

Look for the answer in one of the ads. Then click [here](#) to email the answer and the ad in which the answer appears to newsletter editor Deanna Thompson (deanna@thompsononline.biz).

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GMDM Has Returned to Ovations Lounge

Renovations to Ovations Lounge are now complete, and GMDM has returned to Ovations Lounge in the Greensboro Complex for its monthly meetings. Please see the directions below for the locations of Ovations and nearby parking lots within the Complex.

DRIVING/PARKING DIRECTIONS FOR OVATIONS LOUNGE:

Ovations Lounge at the Greensboro Complex
1921 W. Gate City Blvd., Greensboro, NC 27403

WHICH COMPLEX PARKING ENTRANCE TO USE:

Ovations Lounge (entrance circled in **RED** on the map below) is located near the corner of Gate City Boulevard and Coliseum Boulevard, next to The Terrace in the Greensboro Complex.

If you are traveling to the Coliseum on Gate City Boulevard, you may use the North Entrance (circled in **GREEN** on the map below).

If you are coming from Chapman Street/Coliseum Boulevard, you should use the Service Drive entrance (circled in **BLUE** on the map below).

WHERE TO PARK:

You may park in any of the lots in front of, or to the side of, Ovations Lounge and The Terrace.

