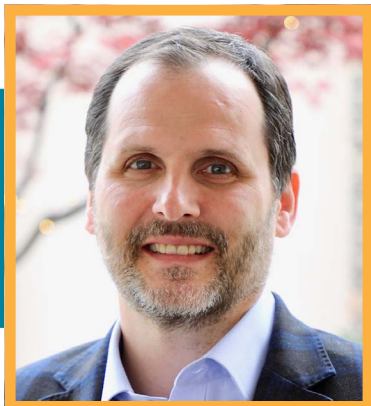


Join Us at the February Luncheon



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!

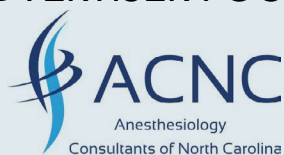
[See Map, Page 4.](#)

ACNC Is Dedicated to Safety and Excellence in Anesthesiology Care



Mario Singleton
GMDM Rep

ADVERTISER FOCUS:



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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View our updated portfolio [here](#).

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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.

