



Millers Story

Founder



When asked to put my story down in writing for this keynote today, my wife Jean told me ... "Don, whatever you do, don't try to be charming, witty, humble or intellectual ... just be yourself."

Notwithstanding my wife's advice ☺, I am often asked what is the secret of my success ... and how have I turned my dreams into reality?

When I tell them that "I have simply followed the advice of an insect", they seem to look at me like I just escaped from the Psych Ward. Then when I tell them that the insect is no ordinary bug, but a six-legged songster savant. This is when they try to establish more physical distance between them and me.

Naturally, I put their minds at ease when I mention the iconic name "Jiminy Cricket" and recite his profound prognostication which he sang on the Disney television show every week when I was just a child:

***"When you wish upon a star - Makes no difference who you are -
Anything your heart desires - Will come to you If your heart is
in your dream - No request is too extreme - When you wish upon a
star"***

Although this song, sung by Walt Disney's animated arthropod, might seem a tad simplistic, these words have inspired and influenced me throughout my personal and professional life. I was very lucky to have the opportunity to work for Mr. Walt Disney as a performer at the age of 16. It was there, at the Magic Kingdom, that I learned what passion and excellence was all about. I witnessed first-hand what Walt Disney was talking about when he said, "all our dreams can come true - if we just have the courage to pursue them."

My wish and dream was and still is to significantly improve the patient care experience in Hospitals and retirement homes to the highest levels possible. And like Walt predicted, I have been truly blessed to be able see my dreams come true, in real time, in hundreds of facilities throughout the US, Australia and Canada over a period of 40 years. Many thanks to Walt Disney, the entire DM&A team of Success Coaches, my wife Jean, HR Director for DM&A, my talented son Matthew, now CEO of DM&A, for inspiring and allowing me to dare to chase my dreams.

Not too bad for a guy that gets his career advice from an insect! ☺