

**WORD SCRAMBLE: Performance improvement savvy**

DIRECTIONS: Unscramble these word jumbles, then use at least half of them—nine or more—in a sentence about work your unit-based team has done or might do! It's OK to make it funny.

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|------------------------|------------------------------|-------------------|--------------------|
| 1. neyom | <u>M O N E Y</u> | 12. neitvs | <u>I N V E S T</u> |
| 2. emta | <u>T E A M</u> | 13. enspd | <u>S P E N D</u> |
| 3. ifnd | <u>F I N D</u> | 14. Inpa | <u>P L A N</u> |
| 4. sisvnga | <u>S A V I N G S</u> | 15. od | <u>D O</u> |
| 5. yiorntvne | <u>I N V E N T O R Y</u> | 16. dyuts | <u>S T U D Y</u> |
| 6. teasw | <u>W A S T E</u> | 17. ctaw | <u>A C T</u> |
| 7. suppesil | <u>S U P P L I E S</u> | 18. radrwe | <u>R E W A R D</u> |
| 8. dbuetg | <u>B U D G E T</u> | | |
| 9. fsrctaoe | <u>F O R E C A S T</u> | | |
| 10. pmrevtmneio | <u>I M P R O V E M E N T</u> | | |
| 11. peofrnrecam | <u>P E R F O R M A N C E</u> | | |

**WHO'S THIS PERSON?**

In each issue of *Hank*, we feature someone prominent from Kaiser Permanente or its unions. Can you name this person?

BOBBIE COLLEN

Frances Bobbie Collen (1914-1996) was an accomplished professional as well as being the wife of Morris "Morrie" Collen, MD. She was a nurse with a master's degree in health education, and was the force behind the groundbreaking Health Education Research Center at the Kaiser Permanente Oakland hospital.

WHERE'S THE MISTAKE?

There is a purposeful mistake hidden somewhere in the pages of this issue. Can you find it?

ENGAGED, ENABLED, EMPOWERED

Lipari's updates and other regional communications provide LSCs with information on the types of projects to take on to support California's strategy. To address some of the acute issues, the strategy, the region is making greater use of digitally enabled services, some of which were developed by the region and some by technology.

But region engines, the know-how of the system and our "engaged, enabled and empowered" team members to identify and address issues in service, give us opportunities and help take some out of the system.

The result is that LSCs in California understand what is important and answer to the needs of their patients. And they're helping the region achieve the region's goal for quality.

But "You can't just grow up to be a long-term success," Lipari tells managers and workers. "You need to do more with less. And you can't do it alone. But we can do more with a little less alone. It's about providing more access to the best care to more people."

TIPS FOR REACHING OUT

Having given the most comprehensive of the California region's care, several patients to share business ideas, strategies and ideas for engagement with workers, managers and physicians across the region.

Leadership Forum: In person meetings for up to 100 health plan, medical group and community leaders, which also include and featured regional LSCs, the president and executive director of the California Permanente Medical Group and LSCs, the national coordinator in California for the national of Kaiser Permanente's network.

Leadership and learning forum: In the first nine months of regional projects, Lipari visited the region's regional and administrative offices. He continues to build relationships and partnerships at all levels to do the same.

Health Education: Lipari discussed with leaders and members of LSCs local and national local, regional and national projects.

RIGHT SETTING, LOWER COSTS, BETTER CARE

Team improves care and helps save \$1 million by educating patients about Emergency Department use

PHOTO: LSC - Linda Gaudin / KPMG; LSC - Linda Gaudin / KPMG

ON PAGE 6, THE 'N' IN 'EMERGENCY' ABOVE THE DOORS IS FACING BACKWARDS.