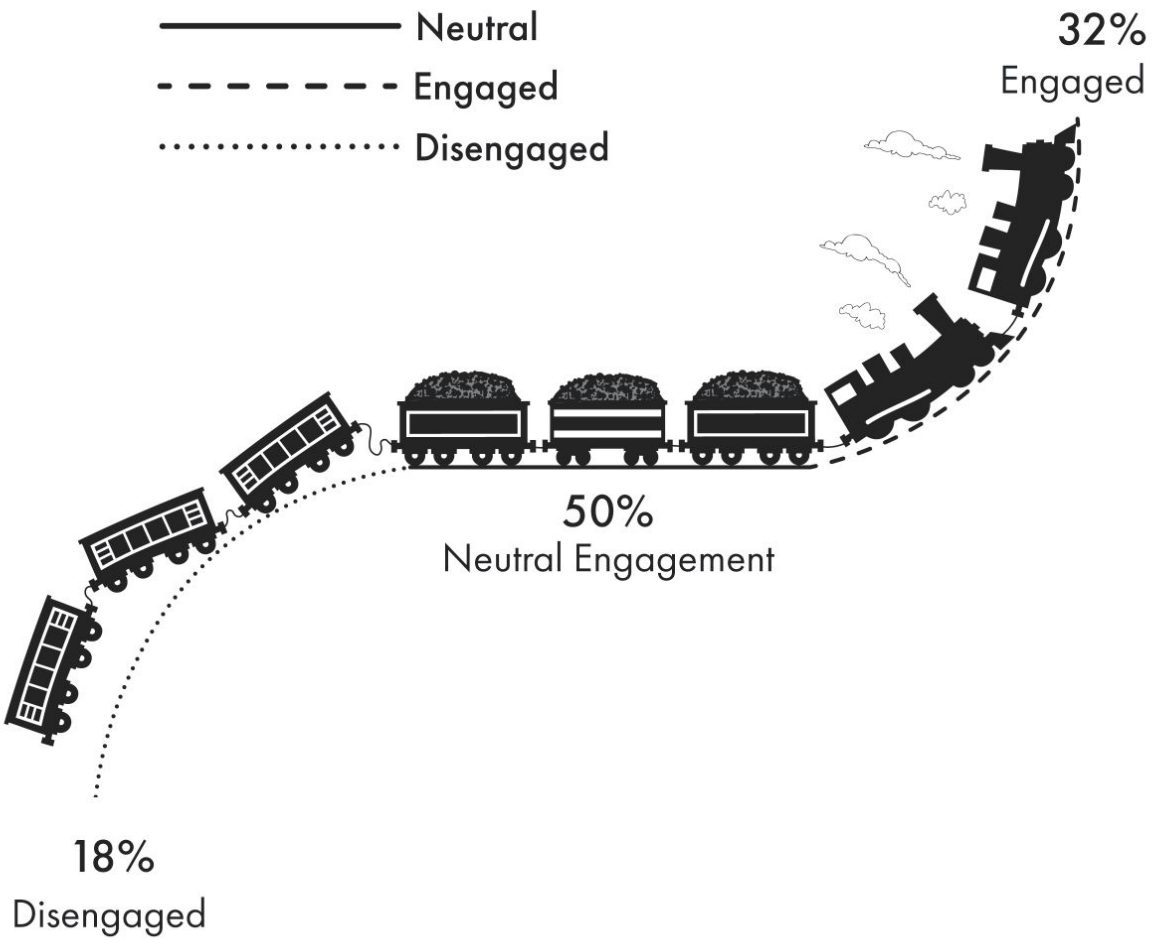


# The Patient Organization

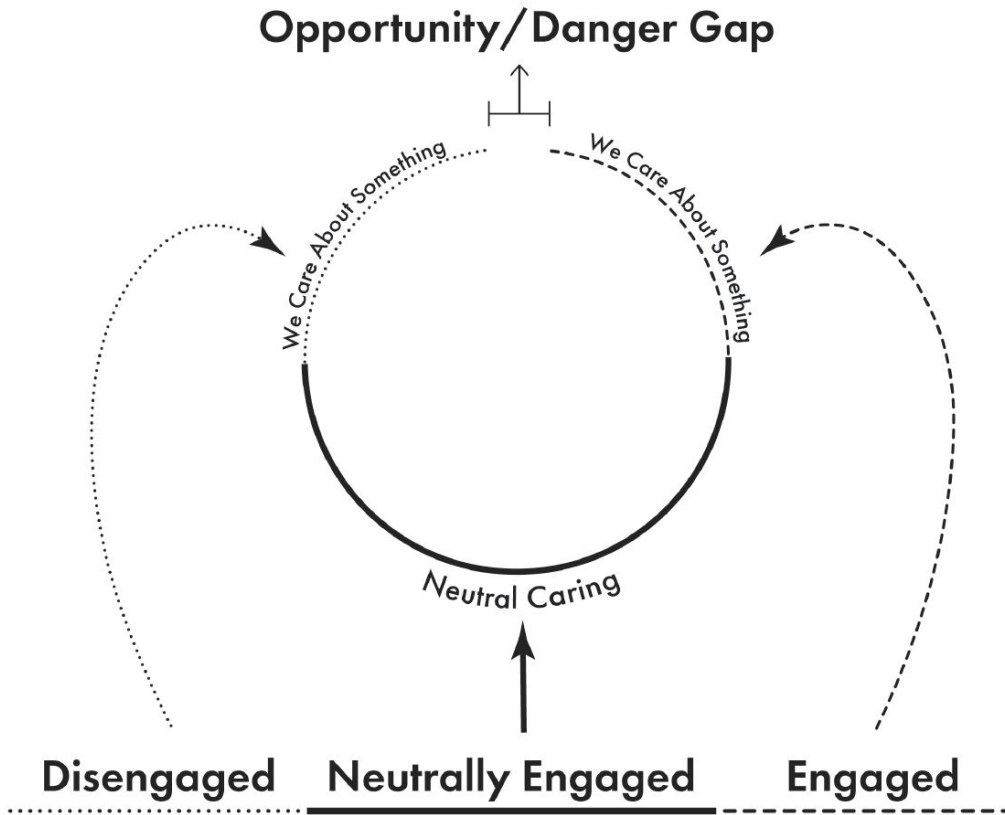
Accompanying Images

# Gallup Engage Graph



71 Udhf %

# "They Care" Graph



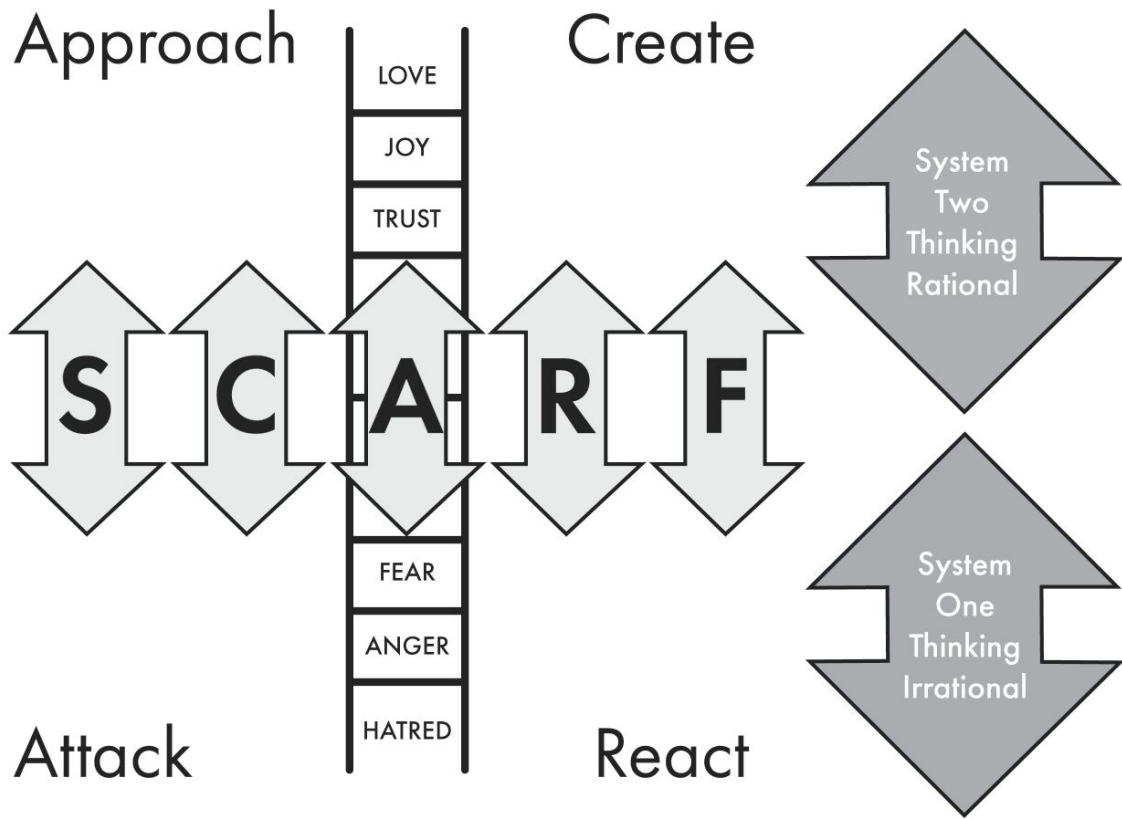
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# THE SEVEN QUESTIONS (7Qs)

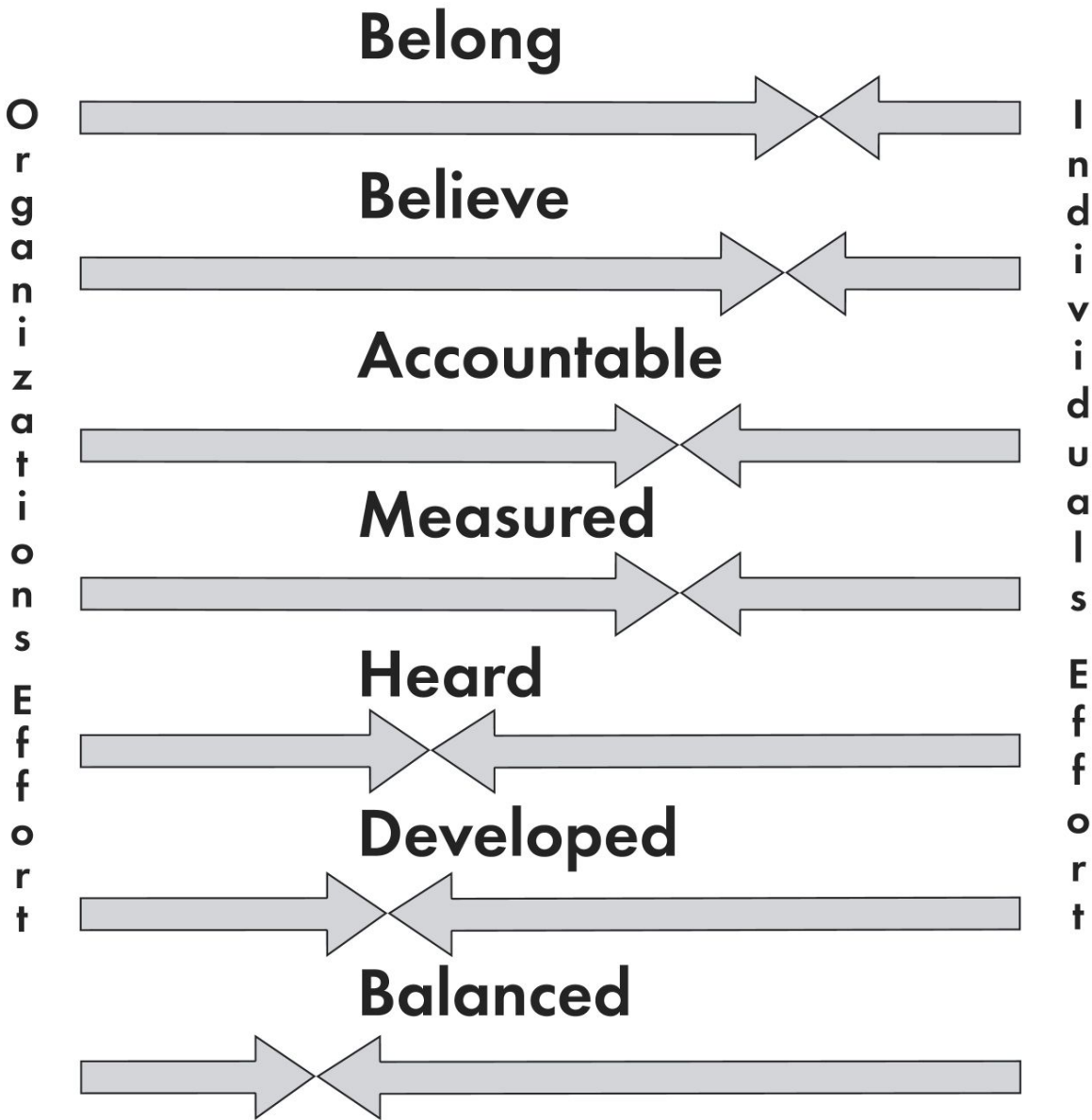
| THE INDIVIDUAL<br>MUST SAY YES,<br>ABSOLUTELY, PART II   | THE ORGANIZATION<br>MUST SAY YES,<br>ABSOLUTELY, PART III  |
|--|--|
| <b>1. Do I belong?</b>   |  |
| I fit our organization's core values and have the skillsets needed for my job. I Belong.       | We have clearly defined our core values and skills necessary for every position.                                   |
| <b>2. Do I believe?</b>  |  |
| I am motivated by our why and the strategic direction leadership is taking. I Believe.         | We know our <i>Why</i> and <i>Focus</i> , and have clearly laid out strategies that are consistently communicated. |
| <b>3. Am I accountable?</b>  |  |
| I understand the purpose of my job, and what I should be thinking and doing. I am Accountable. | Our accountability and responsibility structure is clear.  |
| <b>4. Am I measured well?</b>  |  |
| I understand and embrace how I am Measured.  | We have metrics for our positions. Owners use them to form strategies for success.                                 |
| <b>5. Is my opinion is heard?</b>  |  |
| I understand and embrace how I am Heard.   | We have clear communication—meetings, mentoring, etc.—to build trust, spur debate, and solve problems.             |
| <b>6. Am I developing?</b>   |  |
| I understand and embrace how I am Developed.   | We have a system that helps team members take charge of their development.   |
| <b>7. Do I have balance?</b>   |  |
| I understand and embrace how Balance is maintained.  | How we consider everyone's time and life capacity for work is clearly presented and systematic.                    |

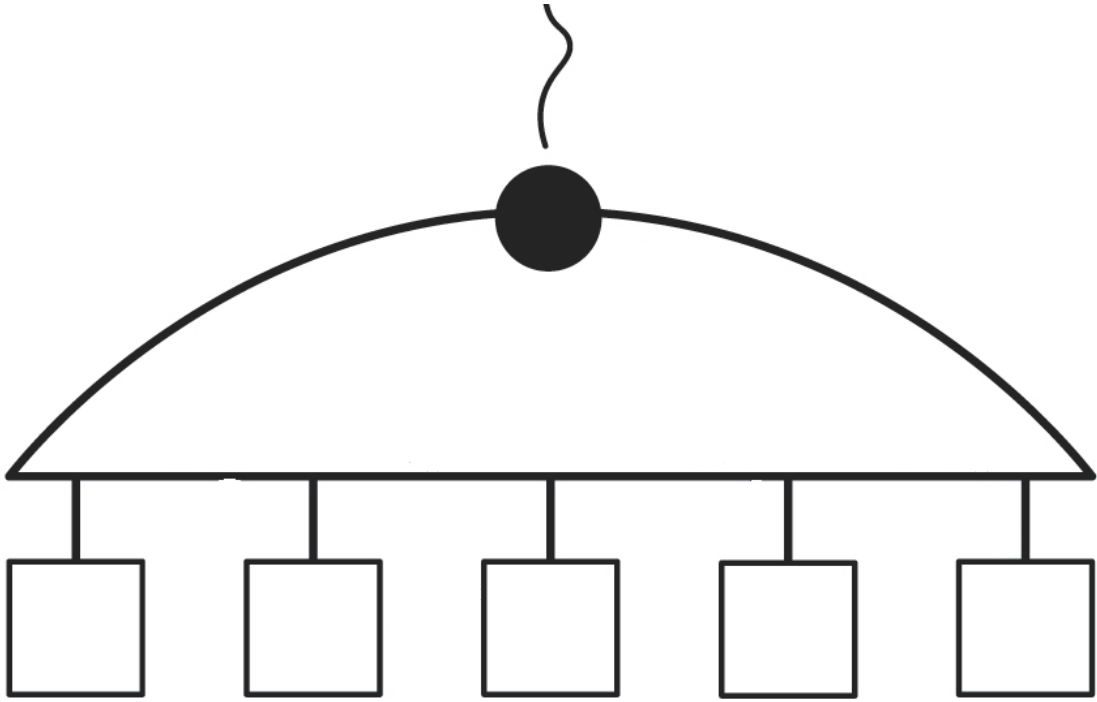
| <b>SYSTEM 1 THINKING</b>                      | <b>SYSTEM 2 THINKING</b>                |
|---|---|
| Irrational decisions                          | Rational decisions                      |
| Fast  | Slow                                    |
| Easy  | Hard                                    |
| Based on biases, stereotypes, perceptions     | Based on facts, realities               |
| Happens when alone, or with the herd, the mob | Happens in groups, tribal meetings      |
| Fear driven, absence of trust                 | Trust driven, happens when trust exists |

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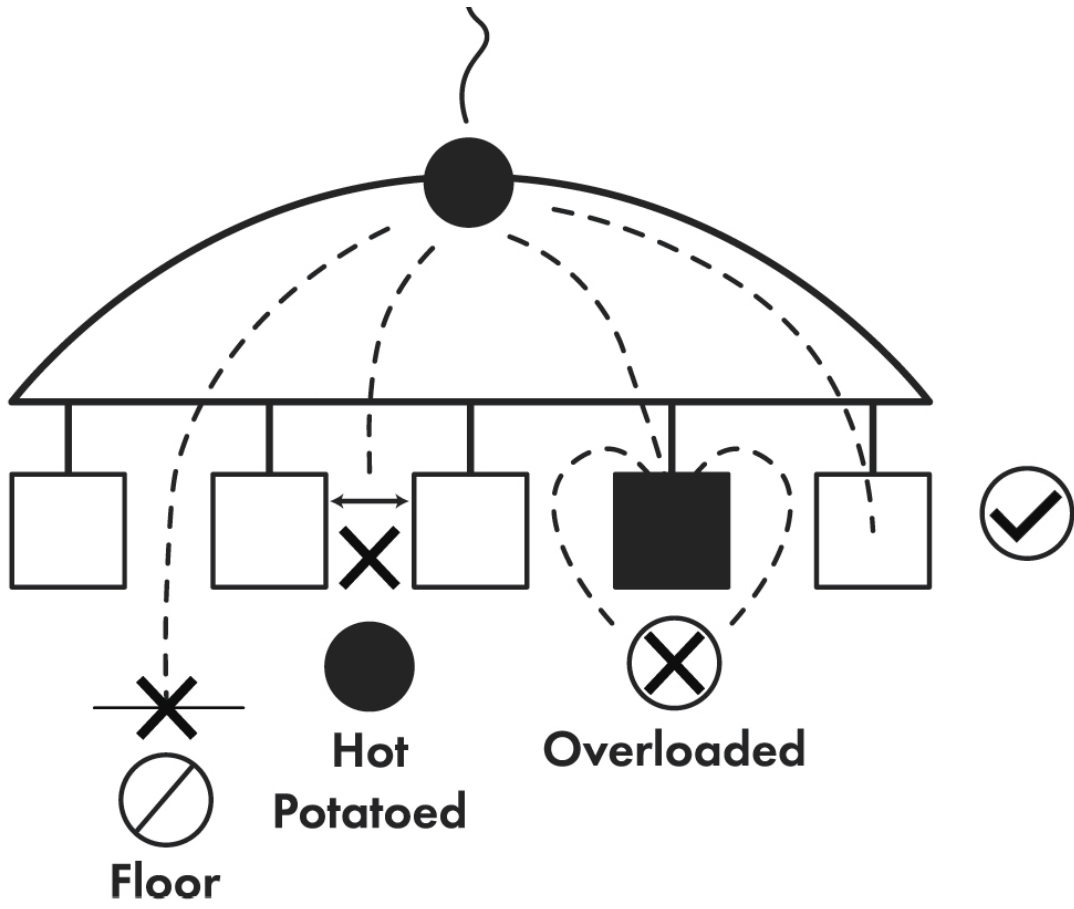
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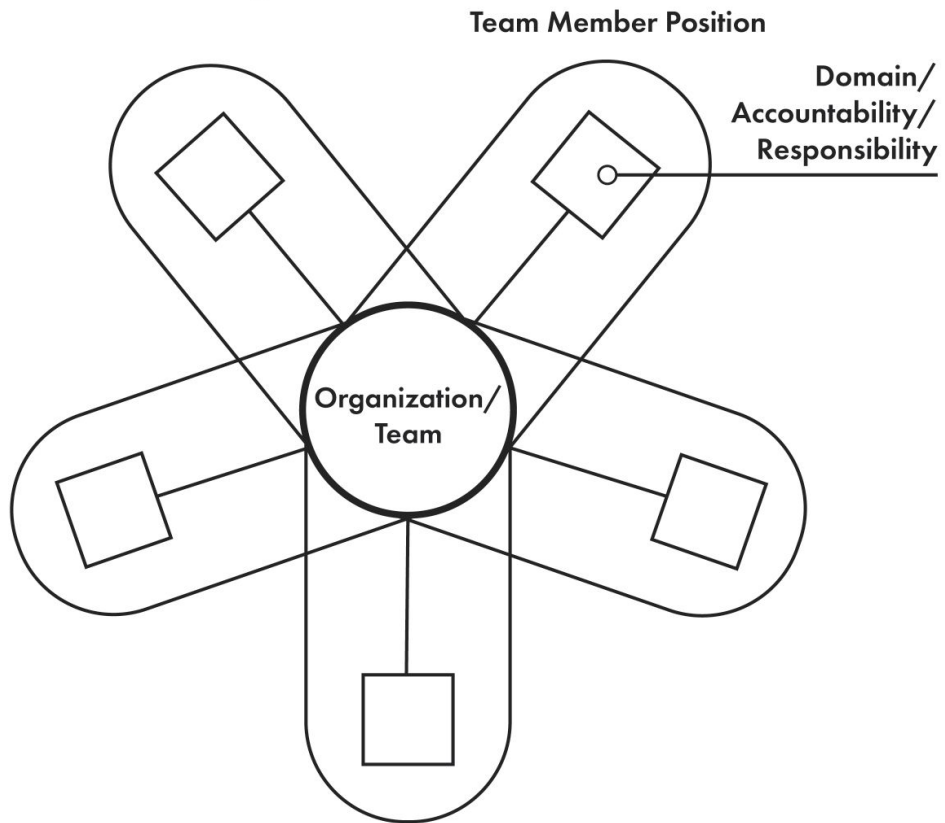


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# Teamwork Diagram



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