

WHO'S THAT PERSON?

In each issue of *Hank*, we will feature someone prominent from Kaiser Permanente on the front cover.

CAN YOU NAME THIS PERSON? 

Henry J. Kaiser

HINT: The "father" of Kaiser Permanente



WHERE'S THE MISTAKE?

In each issue of *Hank*, there will be a purposeful mistake hidden somewhere in the pages. Can you find it?



FOR EXAMPLE:

Name tag on backwards.

YOUR ANSWER FOR THIS ISSUE:

Monitor photo on page 12 is reversed

WORD SCRAMBLE

The key to problem solving: Unscramble these nine jumbles and transfer letters to the corresponding numbered squares to get to the final interest-based phrase below.

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LILTOOBANCAOR

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NAOMIOTIVT

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CONECRN

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SRDADSE

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UNLOTSIO

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F O C U S O N I N T E R E S T S

R A T H E R T H A N P O S I T I O N S

HANK LIBS

Put on your thinking caps

Working at Kaiser Permanente is a bit like a _____ party. Everyone can get _____ about all the _____ and _____ improvements happening, all aimed at making it a _____ place to get care and the _____ place to work. Sometimes we get _____ by our positions and forget to _____ on our common interests. _____ teams have overcome these challenges. They use tools to help them work _____ in partnership using interest-based problem solving. It's all _____ simple when you _____ about it. Step one: _____ your problem. You wouldn't believe how often this is where it all starts. Step two: _____ each side's interests, which are _____ needs and concerns. Step three: _____ together the ones you have in common and come up with options. Final step: Put on your thinking caps and _____ solutions. Of course, this all takes time, but _____ makes _____!

MEETING ICEBREAKER

Uncommon denominator: Divide your group into smaller clusters of two to three people per team. Then have the people in each subgroup find three things they have in common. The catch is that the three things cannot be typical or obvious, such as age, sex or hair color. It must be three things that are unusual or not obvious. Give the groups 10 to 15 minutes to work out their shared uncommon things. Then reconvene the larger group and ask each team to share the three things its members have in common.

MEDICAL TRIVIA QUESTION

What was the first stethoscope made of?

- a. metal b. rubber **c. wood** d. glass

Check out this month's answer's to the puzzles and games at www.LMPartnership.org/puzzles-and-games/answers.

