

FISH!
**THE FISH!
PHILOSOPHY**

it's a
way[™]
not a day

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FISH!

A light-hearted approach to work
A philosophy that can
apply to work and beyond
A way of 'being'

Let's watch it and see...

FISH! THE FISH! PHILOSOPHY

FISH! VIDEO

FISH! THE FISH! PHILOSOPHY

FISH! VIDEO

That was Fun!
Made us laugh!
Made us think!

For many organizations...it ends there.
What a waste!

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THE RANKEN JORDAN STORY



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THE RANKEN JORDAN STORY

- FISH! was introduced 7 years ago.
- A small group of employees began to develop the 'Fish Program'.
- FISH! themed activities
- CEO/Leadership buy in and participation

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FISH BANNERS



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OPINION SURVEYS

- Employees (insert data from Tom)
- Patient Satisfaction runs 93-97% 'very good' ...ALL the time.
- RN Turnover 2%
- Open Positions TODAY: 3

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SECRET SAUCE

- FISH! is the secret sauce
- It makes us WHO we are every day...
"who are you being when you do what you do?"
- It is a large part (20%) of performance appraisals.

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FISH! DEFINES WHO WE ARE AT RANKEN JORDAN

- We all wear these four small reminders on our badges.

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FISH! DEFINES WHO WE ARE AT RANKEN JORDAN

- New employees receive them on hire and watch the FISH! video.

The expectations are set on day one...

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PLAY

- We are child-like
- We live in wonder
- We think
- We keep curiosity alive and trust it to lead to better solutions
- In our play, new ideas arise

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MAKE THEIR DAY

- We are passionate about serving
- We are mindful of the needs of others
- We do our best to put 'helping others' in balance with our business goals



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BE THERE

- We live in the present
- We soulfully listen (really listen)
- We live in the question "Who am I being while I do what I am doing?"
- We are respectful in all interactions



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CHOOSE YOUR ATTITUDE

- We live fully engaged lives
- We live in our choices
- We are responsible for how our choices affect others
- We believe in living on purpose and utilizing our talents
- We are students, always open to new learning



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