

THE NEW AMERICAN HOSPITAL

SYSTEMS CONTROLLED

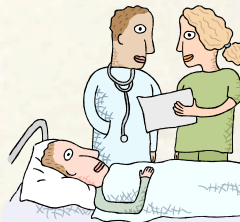
- UNFAILING QUALITY
- CYCLE TIME STREAMLINING
- BANDITRY BENCHMARKING
- IT & STD PROTOCOLS (R⁴)
- BRASS TACKS TOUGHNESS

CUSTOMER FOCUSED

- ↑ QUALITY, ↓ COST
- REMOVE -, + VALUE
- USER FRIENDLY
- #1 IDEA SOURCE (SCR)
- CUSTOMER RETENTION

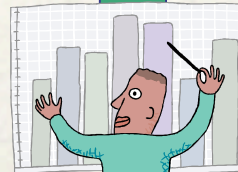
ASSOCIATE POWERED

- JOB: -SERVE CUSTOMER
-IMPROVE SYSTEM
- SECURE JOB/R.E.S.P.E.C.T.
- + UTILIZATION/FREEDOM
- TRAIN³ + TEAM + REWARD
- IDEATION EXPLOSION



CUSTOMER KING

ASSOCIATE PARTNER



SERVANT LEADER

FUTURE CREATING

- REVENUE GROWTH
- SERVICE EXTENSION
- PROFITABILITY
- VALUE ENHANCED
- ABLE TO REINVEST

VALUES DRIVEN

- + WORK ENVIRONMENT
- EFFERVESCENT CULTURE
- FUN & CELEBRATION
- BIAS FOR ACTION—JDI_s
- CREATIVE CHAOS—DIG_s
- ↑ SPEED, ↓ BARRIERS

UNCOMMONLY LED

- JOB: -GROW ASSOCIATE
-IMPROVE SYSTEM
- FIT ORG. TO USERS & DOERS
- LISTEN, BELIEVE, DO—MBWA
- HANDS ON—DO THE WORK!
- MBP: RESULTS, NOT STATUS

CYCLE STARTS

