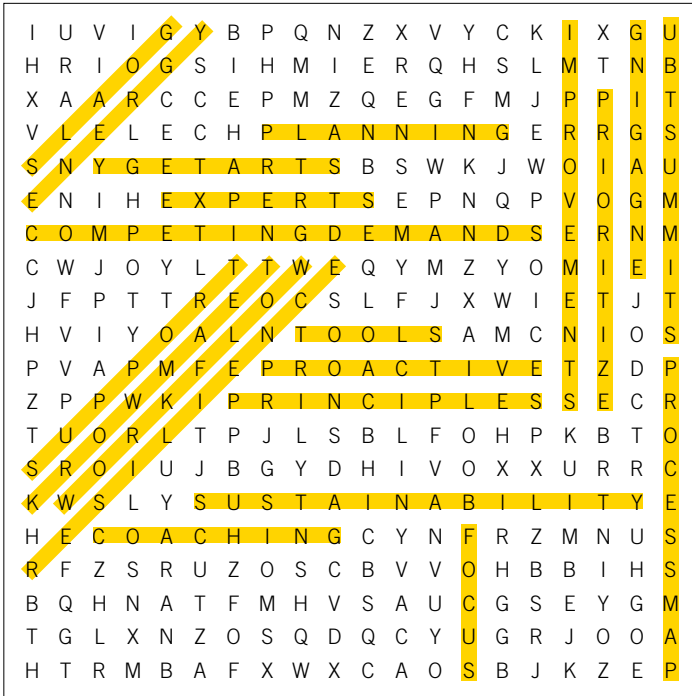


? HANK 38: ANSWER KEY TO PUZZLES AND GAMES

WORD SEARCH: Finding your team's balance

DIRECTIONS: Find the following words and phrases, all of which express elements of a workplace where teams stay focused on their most important work. The words may appear vertically, horizontally or diagonally, and may be read from either direction.



- COACHING
- COMPETING DEMANDS
- ENERGY
- ENGAGING
- EXPERTS
- FOCUS
- GOALS
- IMPROVEMENTS
- PLANNING
- PRINCIPLES
- PRIORITIZE
- PROACTIVE
- PROCESS MAP
- RESILIENCE
- STRATEGY
- SUPPORT
- SUSTAINABILITY
- TEAMWORK
- TOOLS
- UBT SUMMITS
- WORKFLOW

TRIVIA QUESTION

What familiar piece of medical equipment was invented by the French physician René Théophile Hyacinthe Laënnec in 1819?

stethoscope

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? !.....▶

Alonzo Benton (Ord) Ordway



Alonzo Benton (Ord) Ordway, Henry J. Kaiser's first employee. Ordway rose to senior management and served on the Kaiser Foundation Health Plan's board of directors. The Ordway building in Oakland is named after him.

WHERE'S THE MISTAKE?

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

YOUR ANSWER FOR THIS ISSUE:

Back cover poster thumbnail upside down, page 2



Exit sign backwards, page 8

