

PUZZLES AND GAMES

WORD SCRAMBLE: Attendance Essentials

DIRECTIONS: Unscramble the words in the following phrases to learn six factors that lead to good attendance, the springboard that helps high-performing teams — and the patients and members they serve — do the tough job of delivering care every day.

1 EADRLIESHP CNOUBICYLATTAI

2 GAAEMMNETN INSNTSYECOC

3 BLARO NGGMNTEEA

4 DTIRGAEENT ESCA ENENGAMMAT

5 FSFAT NDA HLNDCIUES EBTILFLYXII

6 TMEA VMONNENERTI

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1. LEADERSHIP ACCOUNTABILITY 2. MANAGEMENT CONSISTENCY 3. LABOR ENGAGEMENT 4. INTEGRATED CASE MANAGEMENT 5. STAFF AND SCHEDULING FLEXIBILITY 6. TEAM ENVIRONMENT

ANSWER KEY: