

PUZZLES AND GAMES



LMP LABOR MANAGEMENT PARTNERSHIP

HANK LIBS: Caring for patients with heart

DIRECTIONS: Before reading on, hand this to a fellow employee and ask him or her to read aloud the description for each blank and write the answer you give in the space.

Have you ever been in a _____ where you are _____ and _____ help?
(noun) (adjective) (verb)

That's a common state for our _____ when they visit us. It's not _____ to put your
(plural noun) (adjective)

trust and care in the _____ of others. At Kaiser Permanente, we _____ this
(plural noun) (verb)

responsibility _____. We want to hear from our patients to _____ what we can do
(adverb) (verb)

better. Including _____ ideas for improving _____ or asking them whether they
(adjective) (noun)

prefer to be _____ by their first or last name goes a _____ way toward making them
(past tense verb) (adjective)

_____. Putting the patient at the _____ of how we _____ care is at the
(adjective) (noun) (verb)

heart of how we care for patients.

Use LMP puzzles and games to provide some fun in meetings while reinforcing partnership concepts. Visit LMPartnership.org/tools/puzzles-and-games for puzzles, games, meeting icebreakers and more.

