

INTEGRATED

REHABILITATION SERVICES

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Managing Partner/CEO



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History of Integrated

Values Initiative - Fall 2012





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Foreword by STEPHEN R. COVEY

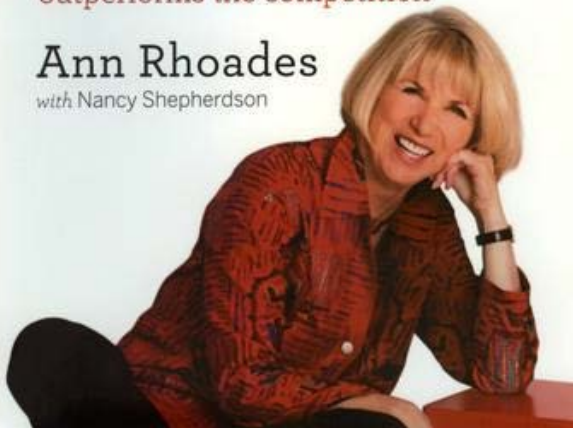
author of *The 7 Habits of Highly Effective People*

Built on VALUES

creating an *enviable* culture that
outperforms the competition

Ann Rhoades

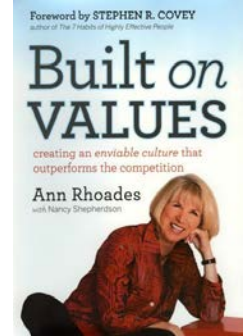
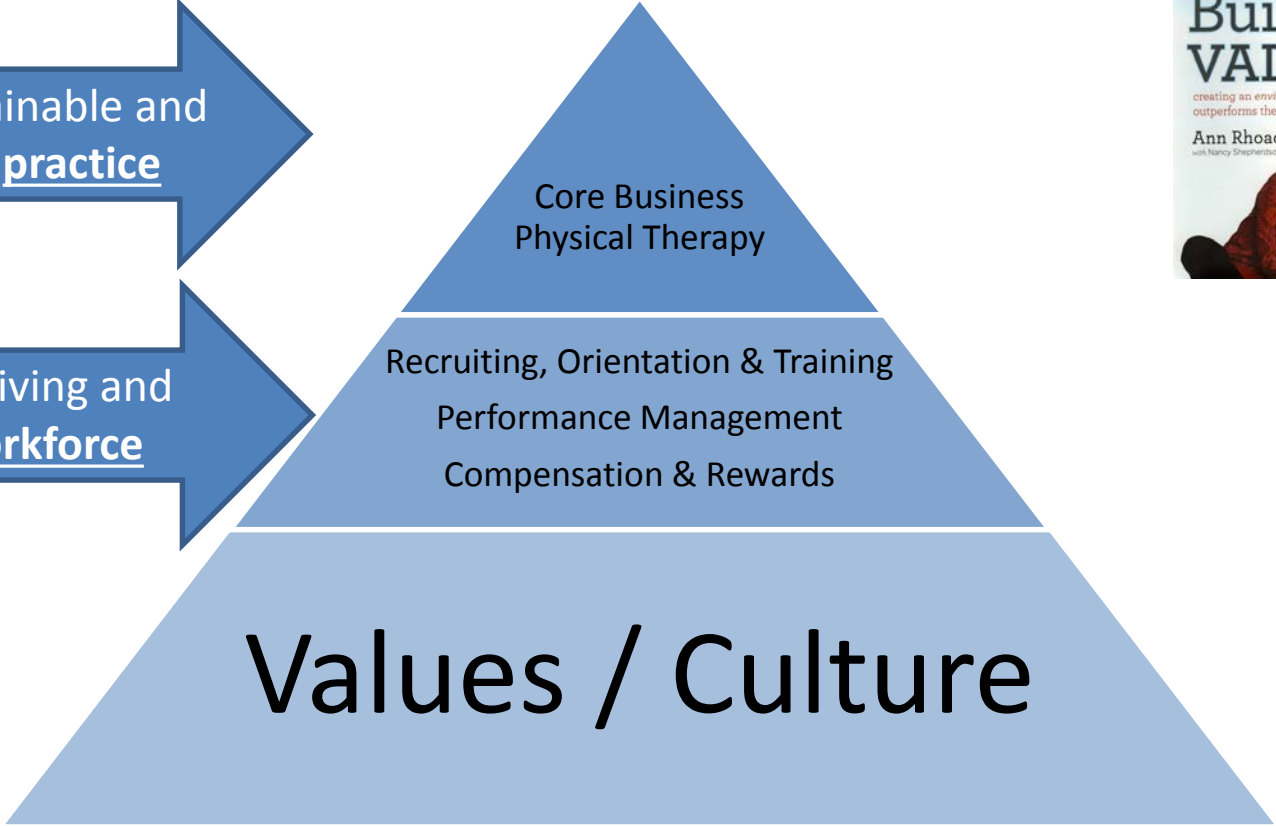
with Nancy Shepherdson



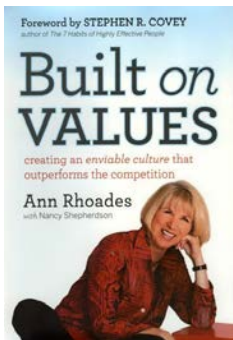
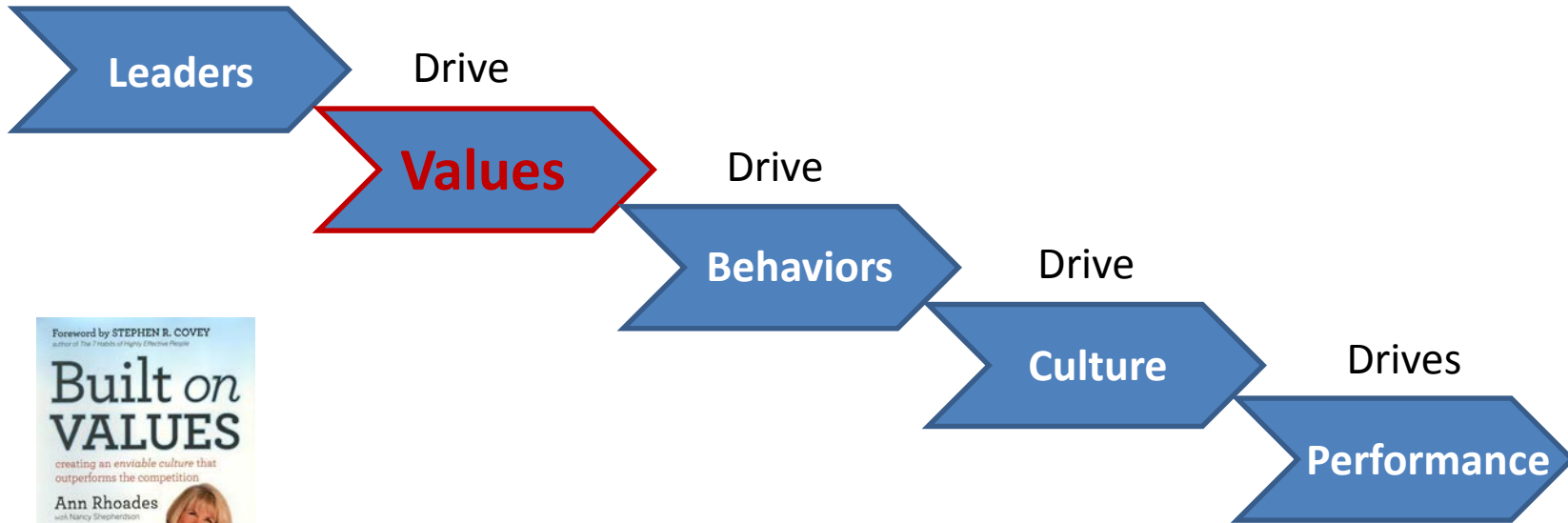


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Drivers of Performance



Values

Values are the foundation of everything we do...

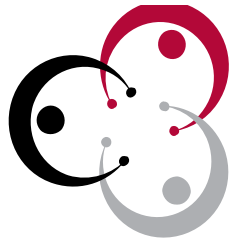
To enrich our culture

To inspire employees to be top performers

To hire and retain the best people

To create opportunities to astonish customers





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Our Values



Passion

An enthusiastic spirit that drives *performance*

- 🌀 *Approach every task with a strong sense of personal ambition*
- 🌀 *Create a fun work environment*
- 🌀 *Show pride through appearance, attitude and performance*
- 🌀 *Embrace change*
- 🌀 *Champion the success of IRS*

Integrity

A consistent *strength* of character based on ethical principles

- 👤 *Treat others with respect and compassion*
- 👤 *Communicate clearly, openly and honestly*
- 👤 *Hold yourself and others accountable*
- 👤 *Lead by example, offer solutions and follow through*
- 👤 *Build trust at every opportunity*

Excellence

A ***commitment*** to always exceed expectations

- 🌀 ***Utilize best practices to provide exceptional service***
- 🌀 ***Commit to life-long learning***
- 🌀 ***Transform goals into accomplishments***
- 🌀 ***Learn and grow from successes and failures***
- 🌀 ***Strive for perfection***

Synergy

An *Integrated* approach to achieve outcomes exceeding those of individual efforts

- 👥 *Collaborate to maximize results*
- 👥 *Foster team spirit*
- 👥 *Embrace diversity and seek to understand others*
- 👥 *Support each other in maintaining a work-life balance*
- 👥 *Celebrate the contributions and successes of others*



Our Values

Values Pledge

Living the Values – Staff Meetings

Peer Review/Values Report Cards

Values Recognition Cards

360 Management Reviews



Living The Values

“When it snowed while I was inside doing rehab he shoveled a path to my car so I wouldn’t slip.”

“I have been to many physical therapy facilities and can honestly say, I have never experienced the quality of care and the overall professionalism among staff as I have here.”

“I’m always thankful for the help from the aides when my schedule is jam-packed.”

“She walks in the door at least 30 minutes before her first patient.”



Closing Thought

*Let people know that what they do
and how they do it matters...*

... to YOU.