



Lead differently. Live differently.
Make a difference.™

Serving Leader Outcomes

Improved HCAHP Scores

Enhanced Employee Engagement

Collaboration & Innovation

Reliable Quality of Care



More Information at
3rd-river.com/federal-healthcare

Contact

Ken Jennings, Co-Founder
412.979.2500

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Transforming Patient Experience Through Serving Leadership

Accelerate Your Patient Experience Initiatives

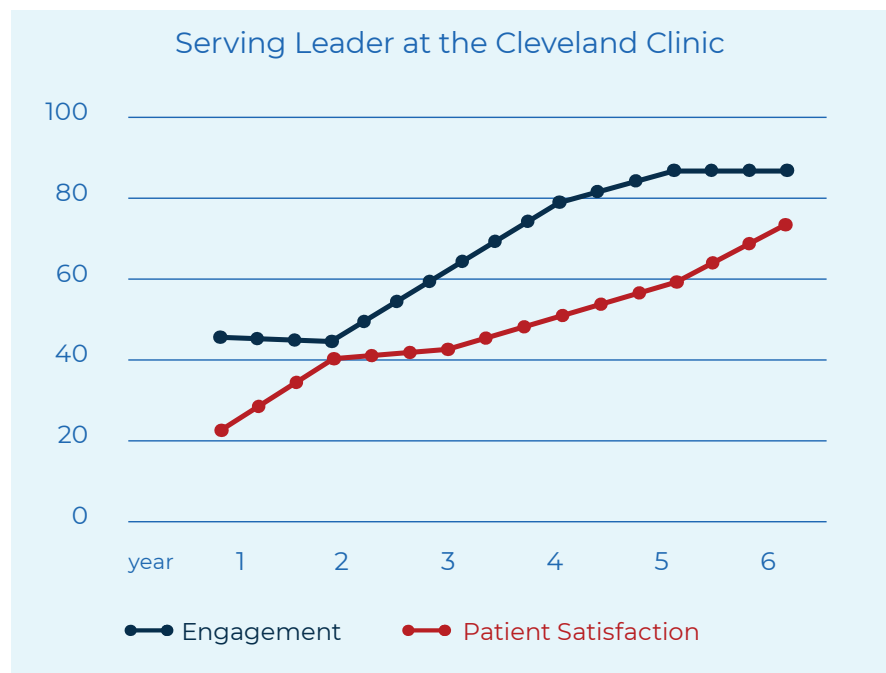
Focus on engaging and empowering employees to create satisfied patients and caregivers. Every VA employee, in every role has opportunities to impact and improve the Veteran's experience and quality of care. Creating a culture of Serving Leadership helps everyone find their vital place as a caregiver.

Serving Leadership engages caregivers

to create and sustain high levels of Patient Satisfaction through a focus on empowerment, compassionate presence, strategic execution and continuous improvement.

Cleveland Clinic Results:

Serving Leader Culture Development creates momentum for both **Patient Experience** and **Employee Engagement**.





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VA | U.S. Department of Veterans Affairs

As a SDVOSB provider, Third River is now providing its flagship initiative, the **Serving Leader Development Experience**, which is currently being implemented as a pilot by selected VHA Medical Directors for all levels of leaders and front-line staff.

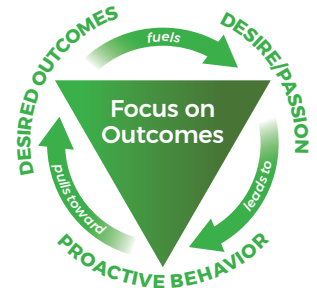
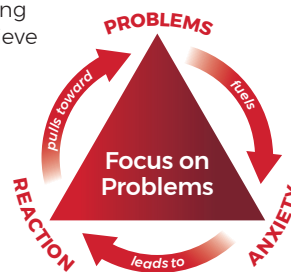
Licenses have been purchased and are currently available through mid-2019.

Contact Third River today to learn more! 412.979.2500



The Serving Leader toolkit includes dozens of high-performance frameworks and practices, including a few examples below.

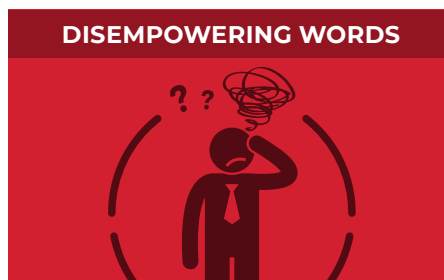
Discover new skills for focusing on desired outcomes to achieve a virtuous cycle of passion and proactive behavior.



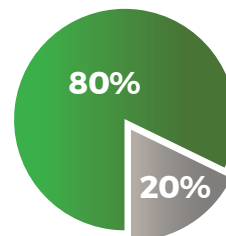
Words matter! Empower yourself and others with powerful leadership language that inspires possibility, commitment, choice and creativity.



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Learn how to shift fear, anxiety and disempowerment into creativity, hope, optimism and confidence.



- ASSETS**
 - Strengths
 - Possibilities
 - Connections
 - Synergies
- DEFICITS**
 - Weaknesses
 - Challenges
 - Barriers
 - Adversaries

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