

FiSH!®

for Healthcare



Catch the Energy. Release the Potential.
Transform Culture and Enhance Level of Care

For more information visit www.thetrainingstore.com.au
Or give us a call on 1300 399 665



What happens if you ignore your culture?

- Poor communication
- Low staff morale
- Increased mistakes and incidents
- Poor care provided
- Low productivity
- High staff turnover

When employees don't feel valued, they stop believing they make a positive difference and withdraw from patients. The FISH! Philosophy empowers teams to Be There for each other. When people experience how good it feels to be appreciated - and appreciate others they focus on what they can 'give' rather than what they can 'get'. And this is when the magic moments happen.

The FISH! for Healthcare and FISH! New hire courses are perfect for all levels of staff working at organisations who provide for:

AGED
CARE

HOSPITALS

CLINICS

How much is your culture costing you?

41% of all disengaged nurses show signs of burnout
Gallup

Research shows that hospitals with the least engaged staff pay \$1.1 million more annually in malpractice claims than do hospitals with highly engaged staff.

Gallup

Each percent change in RN turnover will cost the average hospital an additional \$328,400.

NSI Nursing Solutions

Gallup, Inc (2020). 3 Strategies Hospital Leaders Can Use to Get Rounding Right. Available at: <https://www.gallup.com/workplace/268211/strategies-hospital-leaders-rounding-right.aspx>

NSI Nursing Solutions (2019) 2019 NSI National Health Care Retention & RN Staffing Report.

Available at:

https://www.nsinursingsolutions.com/Documents/Library/NSI_National_Health_Care_Retention_Report.pdf





Royal Freemasons'
Benevolent Institution



"The FISH! Philosophy is a natural fit for how we think and what our value systems are. The more we incorporate the FISH! Philosophy into what we do, the better job we do and the better our patients do"

- Dr. Nick Holekamp, Chief Medical Director



Healthcare Organizations use FISH! to:

- Attract and retain high performing employees
- Raise patient satisfaction rates
- Deliver excellent customer service, create a warm caring environment for patients and families
- Show staff they are appreciated, resulting in increased retention
- Create a culture where staff believe in and live the organisations mission and values
- Allow flexibility to find solutions for unique patient situation
- Improve quality of care
- Improve employee engagement

Compassionate health care starts with being fully present for people who need you. Showing you value them. Offering a smile to lift their spirits. Choosing your attitude in challenging situations. These human fundamentals are the heart of The FISH! Philosophy. Hospitals, clinics, and senior care facilities use this philosophy to support their vital missions and values.



Award winning online course

Organisations that are looking for a streamlined and affordable approach to sharing The FISH! Philosophy are enjoying the online course and its results. Use this course to share the four practices of Be There, Choose Your Attitude, Make Their Day and Play with your team. Create a common language and 'Way of Being' in this short 45 minute course. During the course your team will experience the World Famous Fishmongers in action and also hear from individuals in a variety of roles sharing how they practice FISH! daily. The learner will have an opportunity to create their own personal action plan documenting how they plan to practice FISH! at work. Each learner will also receive an O-Fish-AI Certificate of Completion. Excellent for individual professional development, team building or leadership training. This course was awarded GOLD for Customer Experience Training in the Global LearnX Awards 2019.

Learning Outcomes

Be There

1. Showing you care
2. Setting aside distractions
3. Quieting your mind

Make Their Day

1. Focusing on being helpful
2. Offering simple gestures to make people happy
3. Valuing and recognising coworkers

Choose Your Attitude

1. Making a conscious choice
2. Being aware moment to moment
3. Realising your impact

Play

1. Boosting enthusiasm and curiosity
2. Learning from successes and mistakes
3. Finding the Play that works for you

FISH! Philosophy Proven Results

Team Improvements



SUPPORT FOR EACH OTHER



TEAMWORK



POSITIVE TEAM ATTITUDES



HAVING A SAY



MORALE AND RETENTION



COMMUNICATION

Patient Improvements



ENHANCE RESPECT & DIGNITY



BEDSIDE CARE



RESPONSE TIME



CLEAR & COMPLETE INFORMATION



IMPROVED QUALITY METRICS

Business Overall Results



STAFF SATISFACTION



INCREASE REVENUE



PATIENT SATISFACTION



LOWER TURNOVER



INCREASE MARGIN



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