Empower Your
Rockstars
The Transformative Power of Culture to Drive Your Business

Michael Waterman, CHG Healthcare Services
2,500 employees
8 offices in six states
$1.4 billion company
<table>
<thead>
<tr>
<th>Year</th>
<th>Rank</th>
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<tbody>
<tr>
<td>2016</td>
<td>#18</td>
</tr>
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<td>2015</td>
<td>#16</td>
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<td>2011</td>
<td>#27</td>
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<tr>
<td>2010</td>
<td>#26</td>
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</table>
1. My Sharona  
The Knack

2. I Will Survive  
Gloria Gaynor

3. Escape (The Pina Colada Song)  
Rupert Holmes

4. Ring My Bell  
Anita Ward

5. Sad Eyes  
Robert John

6. Heart of Glass  
Blondie

7. Y.M.C.A.  
Village People

8. Fire  
Pointer Sisters

9. The Devil Went Down to Georgia  
The Charlie Daniels Band

10. Just When I Needed You Most  
Randy Vanwarmer

Presented by JOEL WHITBURN, Author Of Top Pop Singles
How do we improve retention?
AL WILSON
SHOW AND TELL
LISTEN TO ME
1 Identify and live your culture
2 Creatively share your culture
3 Celebrate your people
1. Identify and live your culture
Putting People First

- Continuous Improvement
- Integrity and Ethics
- Quality and Professionalism
- Growth
PUTTING PEOPLE FIRST
CHG makes a difference in the lives of those we serve—our people, our providers, our clients, and our communities.
THE CHG MAKER TRIP
Rock Star tips:

1. Identify your values & culture
2. Listen to your people
3. Make appropriate changes and share the news
2 Creatively share your culture
The Gift of Failure

April 14, 2015 By Scott Beck — 26 Comments

I want to share a story with you today about the gift of failure.

I’ve failed many times — especially when I try something completely new. And over the years I have almost come to expect it.

Failure feels awful. But in my experience, failure often contributes to success down the road.

Here’s the story.

My father is a physician and my childhood dream was to follow in his footsteps and become a doctor. I was so committed to this goal that I spent years working various jobs in the hospital where my dad worked. I started cleaning pots and pans in the cafeteria and eventually worked my way up to the pathology lab where I worked as a lab tech during the summer.

After high school, I went to the University of Utah with plans to go to medical school. But during my first few years of college, I didn’t apply myself in school and I failed to earn the grades in my pre-med classes that would earn me entrance to medical school. This was a huge letdown and I remember feeling like a failure.
4 ways we’re making a bigger, positive impact at CHG

2/12/2014 2:21 PM

Over the past four weeks, our CEO Scott Beck visited all of our offices for CHG’s annual Road Show. During this event, we celebrated the success of the past year and all the ways we’re working together to make a difference with each other and in our communities.

At the Road Show, we also celebrated four ways we’re increasing our impact:

1. **We’re growing.** We started 2015 expecting to hire 400 people. But, in response to our country’s growing need for healthcare providers, we added 686 new hires to our family this year, bringing our employee count to more than 2,100 people.

2. **We’re doing meaningful work.** This is a key reason why many of us work here — so much that we created this purpose statement: “CHG makes a difference in the lives of those we serve — our people, our providers, our clients and our communities.” Here are a few of the ways we live this statement:

   - We helped each other. In 2015, we gifted more than 2,100 hours of PTO to our colleagues in need. And, through the Employee Compassion Fund, we awarded 26 grants — totaling more than $25,000 — to help our people who fell on hard times.

   - We helped our providers and the patients they serve. Collectively, we put our providers in the position to positively impact the lives of more than 21 million people.

   - We helped our communities. We raised more than $700,000 through United Way donations in 2015. In addition, we used more than 6,000 hours of Volunteer Time Off to serve our communities.

3. **We care about our people — and it shows.** In 2015, we landed on Fortune magazine's 100 Best Companies to Work For® List. It’s my honor to be part of this team.
Churros and ice cream? Yes, please!
#cincodemayo
First day at a new job feels like the first day of Kindergarten! #excited #welcomingcommittee
#chghealthcare #firstday #decorationsgalore
#treats #balloons #superrad #lunch #greatteam
#thanksformakingthenewkidfeelwelcome — at CHG Healthcare Services.

Jamee McLee Berg: What Christian works there!
Like · Reply · August 27, 2015 at 11:31pm

Sindie Savage: Thats impressive.
Like · Reply · August 28, 2015 at 7:56am

Jessica Wardle Brough: Good luck, my lady!!! 😊
Like · Reply · August 28, 2015 at 6:40am

Sindie Savage: Loved your note at CHG! Looking forward to many opportunities to hang out and chat.
— Vanessa

CHG Healthcare Services
We take Halloween very seriously at CHG! Check out all the fun we had this year.

CHG Halloween 2016

20,934 people reached

8.1K Views

Like  Comment  Share  Hootlet

Sybil Terry Creasy, Deana Young Walz and 130 others

106 shares
Rock Star tips:

1. Use internal channels to reinforce your culture
2. Attract and retain your people by sharing your culture externally
3. Invest in storytellers
   • Video team
   • Communications team
   • Street team
Celebrate your people
If you’ve ever been to our corporate headquarters in Salt Lake City, chances are you’ve been greeted by BJ’s smiling face. Over her past 30 years at CHG, she’s warmed many hearts and made many of us feel like we’re an important member of the CHG family.

Congratulations, BJ, on celebrating 30 years with us! Thanks for all you do to make CHG a great place to work.
chghealthcare Some of our new hires from Fort Lauderdale took a break from their Foundational Training to explore Salt Lake City.
Employee Appreciation Week 2016
Rock Star tips:

1. Commit to celebrating
2. Invest in people and events
3. Appreciate your veterans
4. Embrace your rookies
Record-breaking results
16% TURNOVER
3.5%  
Hire rate

5%  
Acceptance

.02%  
Hire rate
97% GREAT PLACE to WORK
Engaged employees = increased profits

Note: Employee satisfaction and turnover metrics are based on third-party survey of all CHG employees. Did not conduct survey in 2004 or 2006.
CompHealth Experience Award

This quarter’s award winner

Deserves our thanks

Lives our values

Sara Kramer
Questions