

BUSINESS PRACTICES ASSESSMENT

Actionable knowledge – not just numbers

Our employee survey process has improved significantly since we moved our business to HPS. They are more flexible and responsive than our previous providers, and the quality of their work is exceptional.

The best part is that we accomplished all of this while dramatically lowering our costs.

—Jon Cecil, CHRO

Lee Memorial Health System

DID YOU KNOW THAT...

...the fastest way to improve your hospital's overall performance is by improving individual departments, one department at a time?

...the competency of your front-line managers is a crucial predictor of employee AND patient satisfaction?

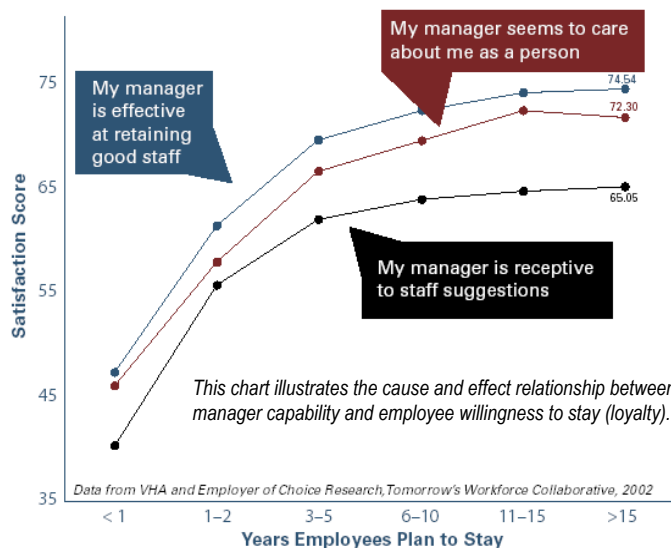
...having a 'D' level manager trying to run a department with a high-degree of difficulty (DoD) is like trying to put a square peg in a round hole and will only cause more frustration and disengagement?

What Gets Measured, Gets Done!

The pressure to optimize the workforce, improve productivity, and deliver a higher net operating margin is a heavy burden on the shoulders of every top executive in the healthcare industry. Achieving success requires measurement...accurate and actionable measurement, together with the competency and discipline to use it in decision making.

At Healthcare Performance Solutions and Success Profiles we are experts in performance measurement and much more. Through our **Business Practices Assessment (BPA)** we help you uncover employee-related issues that really count. The BPA not only determines and quantifies employee feedback but also it establishes baseline performance measures and performs comparative analysis using our exclusive healthcare metrics. Much more than a traditional employee-survey instrument, the BPA measures a range of non-financial business practices known to differentiate low from high-performance healthcare organizations. Through extensive research and experience, we have found that these non-financial measurements are the most predictable - Leading indicators of future financial success.

Employee Willingness to Stay Compared to Management Competency



WHY WE ARE DIFFERENT

EXPERIENCE - By engaging our team, your organization leverages our strengths and experience of consulting with hundreds of companies. In the last 14 years, we have been engaged by over 1,000 clients (both large, Fortune 500 companies and smaller, privately held enterprises).

ACTIONABLE KNOWLEDGE - We uncover hidden problems and measure the factors that truly drive employee productivity. We give you knowledge you can use right away - not a data dump! Our reports illuminate the how, why, and perhaps more importantly the 'who' behind the data. By knowing where to focus your efforts, you significantly improve the chances of a successful outcome.

EXCLUSIVE BENCHMARKING - We benchmark the measurement results to our exclusive national database derived from over 500 healthcare organizations and close to 200,000 healthcare professionals. See how you compare to other hospitals nationwide.

RESULTS - We take pride in the fact that we are not just a survey company. The majority of our clients retain us to help them implement our recommendations. Our record speaks for itself. Over the last few years, our group has delivered significant increases in employee engagement, employee productivity, and the net operating margin of virtually every Healthcare System we work with.

Healthcare Performance Solutions
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Standard Business Practices Assessment (BPA) Reports

- **Organization, Facility, and Departmental Report:** Overall organizational scores facilitate straightforward comparisons between individual departments. This will help you determine which departments have the greatest need for improvement and coaching opportunities.
- **Organizational 'Eye-Chart'™:** A visual representation of how individual departments within the organization compare to one another based on manager/supervisor competency, employee satisfaction, loyalty, engagement **and national benchmarking standards**. This is an exclusive report not available anywhere else. Please note that each facility of your hospital system gets its own "Eye-Chart". (See graphic below.)
- **Longitudinal Report:** Demonstrates how responses to each question have improved/declined over past annual and quarterly assessments, while also showing the national percentile rank your organization scored on each question.
- **High-Level Report/Driver Analysis:** Discovers important correlations and reveals those questions that demonstrate the strongest influence on an employee's satisfaction, loyalty to the organization, and engagement to the organization's mission.
- **Open Feedback Report:** A compilation of all open feedback responses sorted by individual department, allowing you to identify positive/negative practices that are relative to specific departments that may not have been identified by the survey.

To view samples of these reports, please visit our website at:

http://www.healthcareps.com/site/healthcare_resource_center.html



VALUE PROPOSITION

QUALITY FEEDBACK

The BPA will provide straight forward feedback from employees (both quantitative and qualitative).

BASELINE MEASURES

It will establish baseline performance measures for comparative analysis (percentile rankings).

PERFORMANCE DRIVERS

It will identify, measure, and compare the real drivers of employee retention, patient satisfaction, and financial performance.

MOTIVATING ROADMAP

It will serve as a motivating road-map by creating a "clear line of sight" for employees to see the relationship between their work and business success.

RESULTS

It will give you clear recommendations on what to do next, how to move forward and how to maximize performance outcomes.

PERFORMANCE MANAGEMENT "EYE-CHART." BOTTOM-UP LEADERSHIP ASSESSMENT

We will provide interpretation of the findings in an easy-to-understand graphical format. For instance, the 'Eye-Chart' report, shown above, allows you to recognize both the highest and lowest performing areas and individuals within your organization.

SOME OF OUR CLIENTS

Lee Memorial Health System □ Akron General Medical Center □ Scripps Health □ Charleston Area Medical Center
 Faxton St. Luke's Healthcare □ Missouri Baptist Medical Center □ Ochsner Clinic-New Orleans □ Memorial Medical Center (CO)
 Billings Clinic □ Parrish Medical Center □ Highland Medical Center □ Baptist Health (AL) □ WakeMed

To ask a question, get more information on the BPA, or to request a proposal, we invite you to contact us today.
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