

“EYE CHART”™ REPORT FROM YOUR DATA

Uncover hidden problems and compare your business practices to national standards, using data from your present employee-satisfaction survey

HPS is “the team” to help organizations set a strategic direction and build a strategic plan. I’ve worked with many consultants in the past 25 years and HPS is the best for recommending practical and workable solutions.

Glenn Mechling, Senior VPHR
Susquehanna Health System – Williamsport, PA

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?

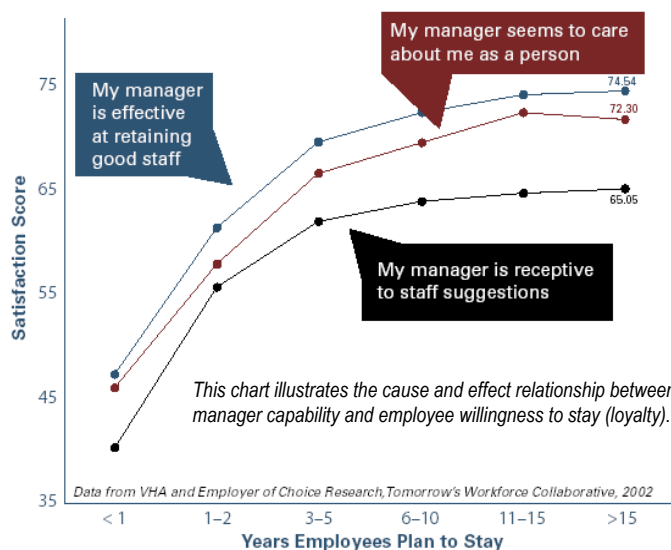
...having a ‘D’ level manager trying to run a department with a high-degree of difficulty (DoD) is like trying to put a square peg in a round hole and will only cause more frustration and disengagement?

Does your existing employee-satisfaction survey tell you who among your front-line managers are performing exceptionally and who are ineffective? Does it identify the real drivers of employee retention, patient satisfaction, and financial performance? Does it establish baseline performance measures for comparative analysis? If you answered ‘No’ to any of these questions, you definitely don’t have all the information you need to optimize your workforce and tangibly improve productivity.

At Healthcare Performance Solutions and Success Profiles we are experts in performance measurement and much more. The “Eye Chart” report we will generate, using assessment data from your existing employee survey, will detect and document employee-related issues that really count. **At a glance**, our “Eye Chart” reporting system will allow you to recognize both the highest and lowest performing areas and individuals within your organization and compare them to national standards. Furthermore, it will provide you with active coaching plans that meet the unique needs of each individual and help you raise productivity one department at a time.

What are you waiting for? Get your customized “Eye Chart” today!

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).

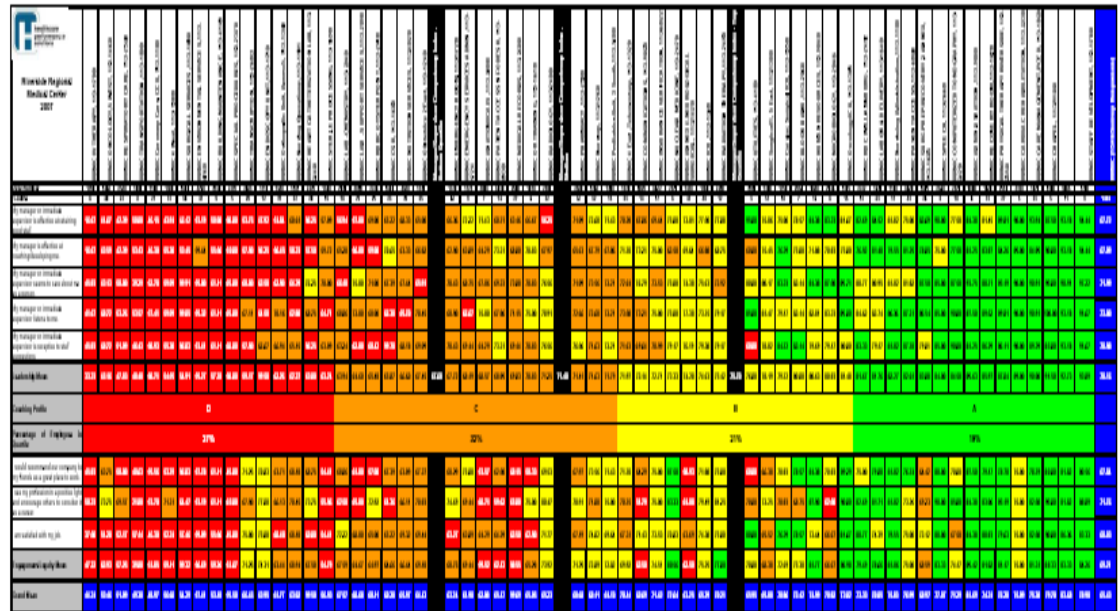
ACTIONABLE KNOWLEDGE –We uncover hidden problems and measure the factors that truly drive employee productivity. We give you knowledge you can use right away – not a data dump! Our reports illuminate the how, why, and perhaps more importantly the ‘who’ behind the data. By knowing where to focus your 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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PERFORMANCE MANAGEMENT "EYE-CHART" - BOTTOM-UP LEADERSHIP ASSESSMENT



COACHING RECOMMENDATIONS FOR MANAGERS:

- D** Manager is performing poorly or failing. Strengths may be better suited for another role.
- C** Manager is performing deficiently or struggling in some areas. Has potential for improvement with intensive coaching.
- B** Manager is competent to succeeding in several areas. Requires specific coaching in areas to raise performance to the "A" level.
- A** Manager is excelling at a high level of competence. Continue to support his/her style. Can serve as a coach and role model to others.



VALUE PROPOSITION

UNIQUE INFORMATION
The Eye Chart will provide you with unique performance management information using your employee assessment data

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

BUSINESS CASE
It will build a true business case for change and improvement

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

The "Eye Chart™"

The Eye Chart interprets critical information in an easy-to-understand graphical format. It shows how individual departments within your organization compare to one another based on manager/supervisor competency, employee satisfaction, loyalty, engagement and *national benchmarking standards*. More importantly, it shows you what the best course of action is for each department and manager. The Eye Chart is an **exclusive report** not available anywhere else. To review more Eye Chart reports, visit us online at:

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

To ask a question, get more information on creating an Eye Chart from your data, or to request a proposal, we invite you to contact us today.

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Some of Our Clients

- Lee Memorial Health System
- Scripps Health
- Akron General Medical Center
- 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

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