

INTEGRATED PERFORMANCE MEASUREMENT

Actionable knowledge – not a data dump

The pressure is on: optimize the workforce, improve productivity, deliver a higher net operating margin and more. Accomplishing your goals requires accurate and relevant measurement. Surely you get some useful data from your current employee survey but **are you measuring the things that really count? Are you getting information you can put to use right away or are you getting a data dump?** If you don't know the cause of the disease, it's hard to prescribe the right medicine. With unprecedented economic, business, regulatory, and clinical challenges facing your healthcare group, knowing where to focus your improvement efforts is crucial.

At Healthcare Performance Solutions and Success Profiles we are experts in performance measurement and much more. Our **Integrated Performance Measurement** is a unique service that will a) measure the business practices of your group that really count, b) correlate them to a number of key metrics, and c) compare them to national standards. Our reports will illuminate the how, why, and who behind the data and give you actionable knowledge you can use right away. Our comprehensive scorecard system will help you quantify the health of your organizational culture and create the foundation for determining the cause and effect relationship between culture, clinical quality outcomes and financial results. By focusing your attention and scarce dollars on the issues that really count, you significantly improve the chances of a successful outcome.

ABOUT US

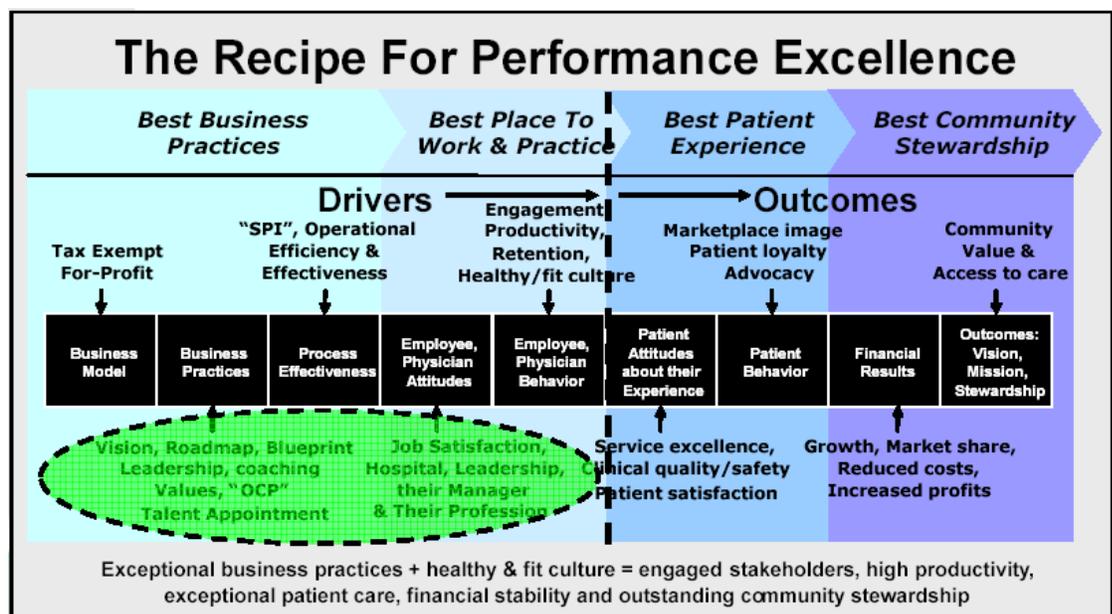
By engaging our team, your organization leverages our strengths and experience of consulting with hundreds of companies. In the last 14 years, we have been engaged by over 1,000 clients (both large, Fortune 500 companies and smaller, privately held enterprises).

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.

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.

“If success in a capital-intensive business comes from primarily making the right investment decisions, success in a people-intensive business comes from hiring the right people and putting in place processes and an organization that makes them most productive.”

*-The Surprising Economics of a People Business
Harvard Business Review, June 2005*





VALUE PROPOSITION

QUALITY FEEDBACK

The Integrated Performance Measurement 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

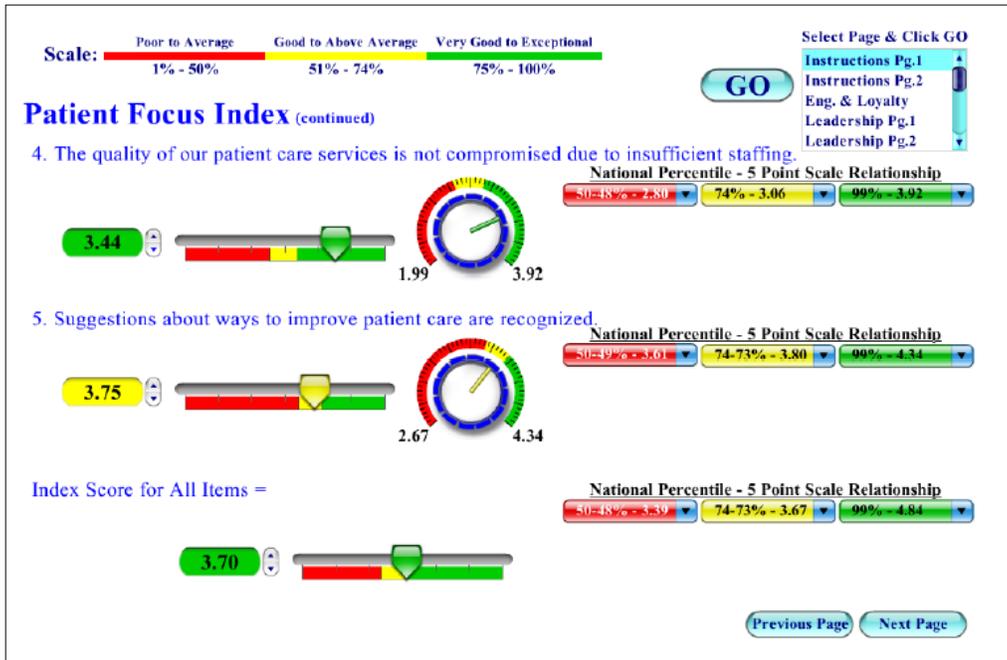
It will identify, measure, and compare the real drivers of employee retention, patient satisfaction, and financial performance.

MOTIVATING ROADMAP

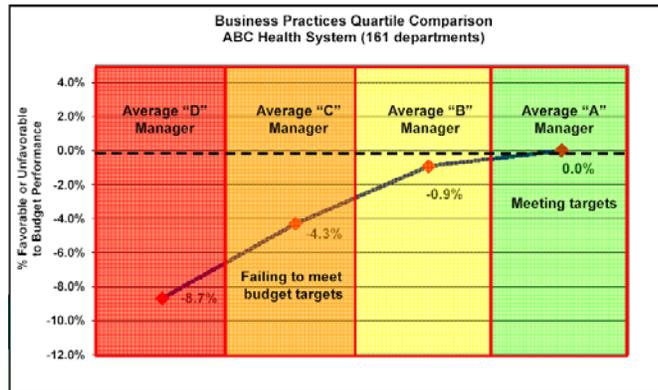
It will serve as a motivating road-map by creating a "clear line of sight" for employees to see the relationship between their work and business success.

RESULTS

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



The above image displays the Patient Focus Index of a hospital as it is perceived by its nurse population. Although only two scales are shown (#4 and #5) the total index score is composed of five scales. In this particular case, this interactive tool allows you to compare each individual scale as well as the combined patient focus score in relation to other hospitals nationwide (percentile rank). For instance, a combined score of 3.70 would place your patient focus score above the 74th percentile and would be considered well above average. In addition, this tool allows you to determine what score you need to achieve the next time the nurses take a survey in order to raise the percentile rank. Check this out right now at: http://www.healthcareps.com/site/healthcare_key_metrics_intro.html



This diagram shows the economic impact of poor management performance. A "D" manager is someone who is performing poorly or failing. A "C" manager is performing deficiently or struggling in some areas. A "B" manager is competent and is succeeding in several areas. An "A" manager is excelling at a high level of competence. As you can see, the more competent a manager is, the more he or she is likely to meet their target budget.

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

"What's easy to measure usually doesn't count. What really counts isn't easily measured."
 -Albert Einstein



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

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