

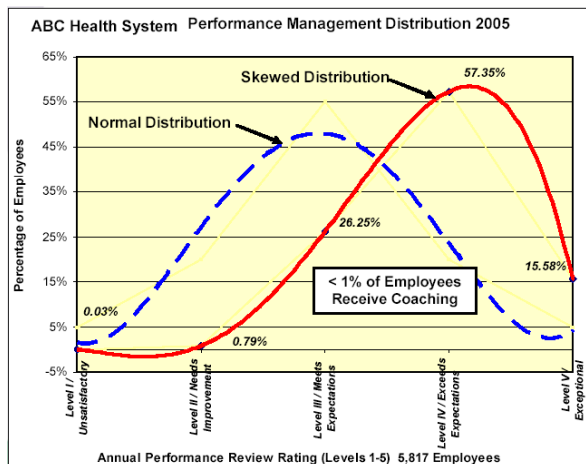
## PERFORMANCE AND TALENT MANAGEMENT

*Assuring the Right People are in the Right Roles*

If there were a way to pinpoint with GPS-like accuracy who among your front-line managers is performing exceptionally and who is highly ineffective, **would you want to know? If you did, what would you do about it?**

With the performance of front-line managers highly correlating to employee satisfaction, patient satisfaction, and even the net operating margin, this knowledge is crucial. But are you getting correct information with your current performance appraisals? Do you have in place a talent management system that customizes improvement practices to the needs of each manager? And perhaps more importantly, **DO YOU KNOW WITH CERTAINTY WHICH MANAGERS ARE IN THE WRONG ROLE AND WHICH SHOULDN'T BE IN MANAGEMENT AT ALL?**

At Healthcare Performance Solutions and Success Profiles we are experts in performance measurement and much more. Our **Performance and Talent Management (PTM)** system is a unique measurement and performance improvement process that is used by some of the country's top health care systems. *If you want to give everyone a passing grade and implement a cookie-cutter solution, this system is NOT for you.* But if you want to get uncontested, triangulated measurements that differentiate the high-achieving mini cultures (departments) within your company from the low-achieving mini cultures, we invite you to learn more. You'll find out how your front-line leaders compare to other managers in your health care system, their health care peers, and national averages. Then, you will get specific prescriptions as to what is required to improve the performance of each manager, whether it's coaching, obstacle removal or something else. **Isn't it time to move from a culture of accountability to a culture of ownership and responsibility?**



The graphic above represents the typical "grade creep" distribution of performance review scores where less than 1% of employees actually receive the coaching they need to improve performance.

### 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.

*Engaging HPS to work with us to strengthen our business practices has been a thought provoking, stimulating, and value-added experience. They are exceptionally skilled at making business leaders face the hard truths - often, the 800 lb gorilla in the room that no one wants to acknowledge - so that you can take your organization to the next level of performance.*

**Robin Barca, Sr. VP & System COO**  
Baptist Health

### DO YOU KNOW THAT...

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

...coaching front line leaders in "D" departments is very different than coaching those in "A" departments? And that one "common" approach to improve your culture won't succeed?

...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?

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## Standard Performance & Talent Management (PTM) Reports

Our reports will give you a very accurate picture that will demonstrate highly effective as well as ineffective leadership and performance. Presented in graphic, user-friendly, scorecard reporting format they enable you to identify at a glance the issues that really count.

- **Employee Generated ‘Eye-Chart’™:** This is a bottom-up assessment of your front-line managers. You get 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.
- **Top Management Generated ‘Eye-Chart’™:** This is a top-down Talent and Performance assessment of your front-line Managers and Directors. (See chart below).
- **Action Plans:** You get detailed, *customized* recommendations and prescriptions on how to maximize performance from each manager. You know which managers need coaching, removal of obstacles or both. You also know which managers will continue to be ineffective in their management roles no matter how much you try to help them.
- **Talent Management Grid:** Through extensive analysis and many years of research we have created a predictive index that will show you the odds of success of a particular department in relation to a manager’s talent and the department’s degree of difficulty (DoD). This can help you manage talent much more effectively. Again, this index is an exclusive component of our Performance and Talent Management system that is not available anywhere else.
- **Longitudinal Reports:** You get longitudinal reports to accurately track progress over time.

For much more information on this unique system, visit our website at:  
[http://www.healthcareps.com/site/talent\\_and\\_performance.html](http://www.healthcareps.com/site/talent_and_performance.html)

### VALUE PROPOSITION

#### QUALITY FEEDBACK

Our reports will provide straight forward feedback from employees and top executives.

#### BASELINE MEASURES

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

#### PERFORMANCE DRIVERS

They will identify, measure, and compare the real drivers of employee retention, patient satisfaction, and financial performance as they relate to front-line managers.

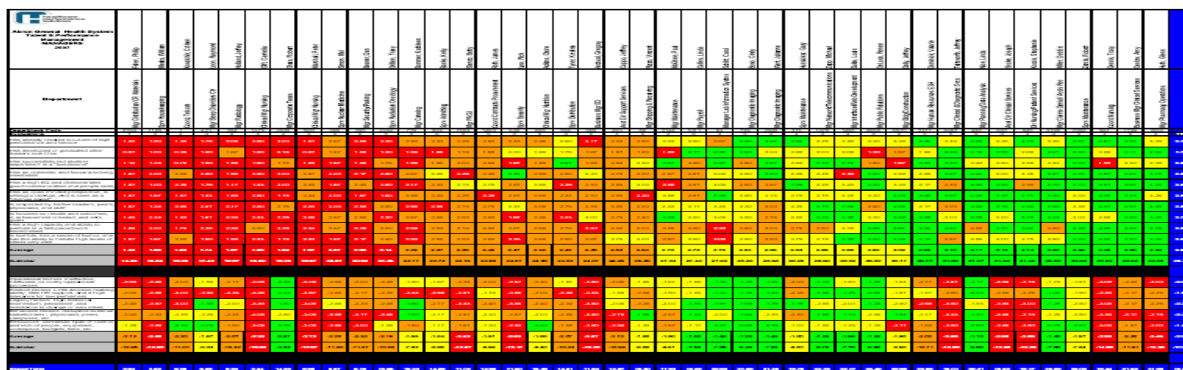
#### FRONT-LINE MANAGER SCORECARD

They will show you in no uncertain terms which manager are performing exceptionally and which managers are performing poorly.

#### RESULTS

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

PERFORMANCE MANAGEMENT “EYE-CHART.” TOP-DOWN 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 our service, or to request a proposal, we invite you to contact us today.  
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 Website: [www.healthcareps.com](http://www.healthcareps.com)  
 Email: [tolivo@healthcareps.com](mailto:tolivo@healthcareps.com)

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