

## PHYSICIAN ENGAGEMENT ASSESSMENT

*Actionable knowledge – not just numbers*

### Uncover what's stifling physician engagement

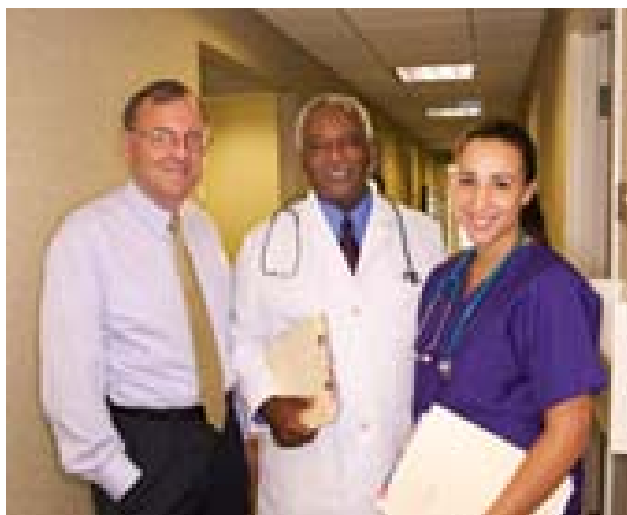
*With the skills of diplomats, the HPS team members have the ability to unravel problematic issues, get to the underlying concerns, and reconstruct the issue into a new opportunity that satisfies the medical staff, trustees and administrators.*

*By removing the personal biases that are often barriers to conflict resolution, they serve as unbiased facilitators working everyone towards an organizational resolution of its critical concerns and issues.*

**George Mikitarian, CEO**  
**Parrish Medical Center**  
**- Titusville, FL**

Physician relationships, both individually and collectively, represent valuable assets that need to be understood and managed to achieve the best possible outcomes. So long as healthcare executives attempt to implement a culture of service excellence *without* addressing the physician component, that effort will not bring about optimal results.

Healthcare Performance Solutions and Success Profiles are experts in performance measurement and much more. Our measurement and action-planning processes have been developed after extensive experience with healthcare leaders and physicians. With our **Physician Engagement Assessment (PEA)** we help you uncover physician-related issues that really count. The PEA will measure progress and performance in key business practice areas such as leadership, medical staff effectiveness, patient care, culture, and more. Once the information is collected, we will establish baseline performance measures and perform comparative analysis with healthcare averages and best practices. As part of our report, you also get specific action plans and tracking systems to help you help you maximize performance outcomes.



#### 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.

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## Standard Physician Engagement Assessment (PEA) Reports

Our reports will give you an accurate and detailed understanding of existing business practices that result in increased or decreased physician engagement and their impact on referring partners and loyalty. In addition, you will get a repeatable and reliable process to measure, understand, and act on the development of physician relationship assets at all levels of your organization. They include:

- ☐ **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.
- ☐ **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 physician 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.

### VALUE PROPOSITION

#### QUALITY FEEDBACK

The PEA will provide straight forward feedback from physicians (both quantitative and qualitative).

#### BASELINE MEASURES

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

#### PERFORMANCE DRIVERS

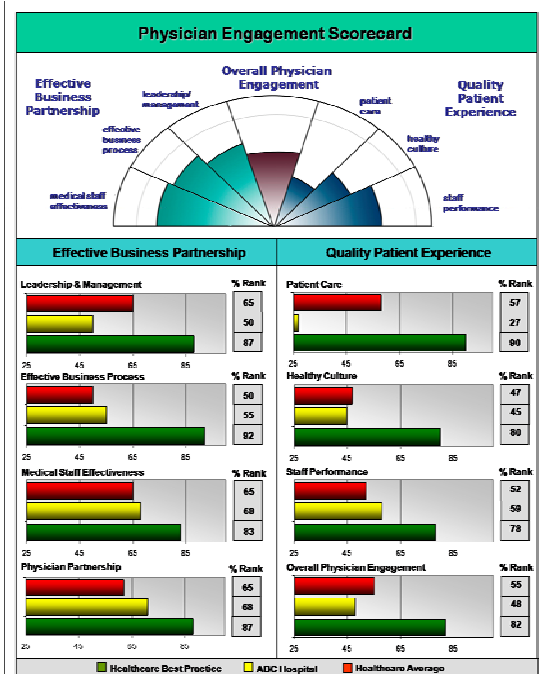
It will identify, measure, and compare the real drivers of physician retention, and financial performance.

#### MOTIVATING ROADMAP

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

#### RESULTS

It will give you clear recommendations on what to do next, how to address the highest risk items and how to maximize performance outcomes.



We will provide interpretation of the findings in an easy-to-understand graphical format. For instance, the Physician Engagement Scorecard shown above illustrates the various dimensions of physician engagement.

### Some of Our Clients

Lee Memorial Health System  
Scripps Health  
Akron General Medical Center  
Charleston Area Medical Center  
Faxon 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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To ask a question, get more information on the PEA, or to request a proposal, we invite you to contact us today.  
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Email: [tolivo@healthcareps.com](mailto:tolivo@healthcareps.com)