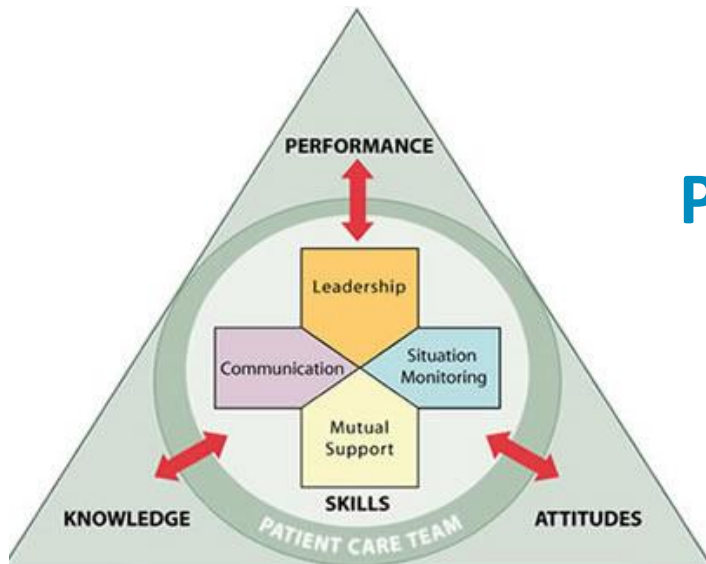


Protecting Your Most Important Assets

The ROI of Talent Management/Employee Engagement



Presented by Diana B. Christiansen
May 19, 2015

8 Reasons to Make Employee Engagement a TOP PRIORITY

Gallup research conducted in 2012 examined 49,928 businesses with 1.4 million employees to quantify the Return on Investment (ROI) of Employee Engagement

1. **21%** higher productivity
2. 22% higher profitability
3. 10% higher customer metrics
4. 37% lower absenteeism
5. Between 25%-65% lower turnover
6. 48% fewer safety incidents
7. 41% fewer patient safety incidents
8. 41% fewer quality incidents (defects)



Business Guru Peter Drucker said a **10% increase in productivity** would DOUBLE THE PROFITS of most organizations

A well aligned workforce results in better bottom-line performance. It delivers higher scores on pretty much any critical key performance indicators you care to mention...

From Why Does Employee Engagement Matter to CEOs?

The Hay Group

The Atticus Way: A Healthcare Model of Service

Transform your organization with our Six Core Tenets of a Service Culture

1. CEO *Unique Success Profile*® and Vision
2. Transformational Leadership Development
3. Talent Management/Employee Engagement
4. Focus on Outcomes
5. Branding, Marketing and Communication
6. Customer Love

Expect significant improvement in ALL of the following performance indicators

Customer Outcomes

Exceptional Patient Safety and Quality of Care
Integration of Care
Unforgettable Customer Experience
Five Star Google/Yelp Reviews
Personal Connection with Staff

Business Outcomes

Profitability
Market Share and Patient Volume
Value Based Purchasing Success
Margin, EBITA, and Net Revenue per Adjusted Admission
Philanthropy
Temporary Staffing



Engagement Outcomes

Employee Satisfaction
Productivity and Performance
Employer of Choice
Retention and Turnover
Physician Satisfaction
Quality of Hire

Leadership Outcomes

Mastery of Leadership Competencies
Mid-Level Bench Strength
Succession and Career Planning
Retirement Vulnerability
Transparency and Communication
Performance Improvement
Innovation and Intelligent Risk Taking

Ready for the first step? Contact us today to schedule a comprehensive assessment, including detailed and prioritized recommendations*



Harness the Economic Power of Service



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Questions? Ready to schedule your assessment?

Call 951.653.7699 or
mail@theatticugroup.com

*Average Cost \$12K

What is Employee Engagement?

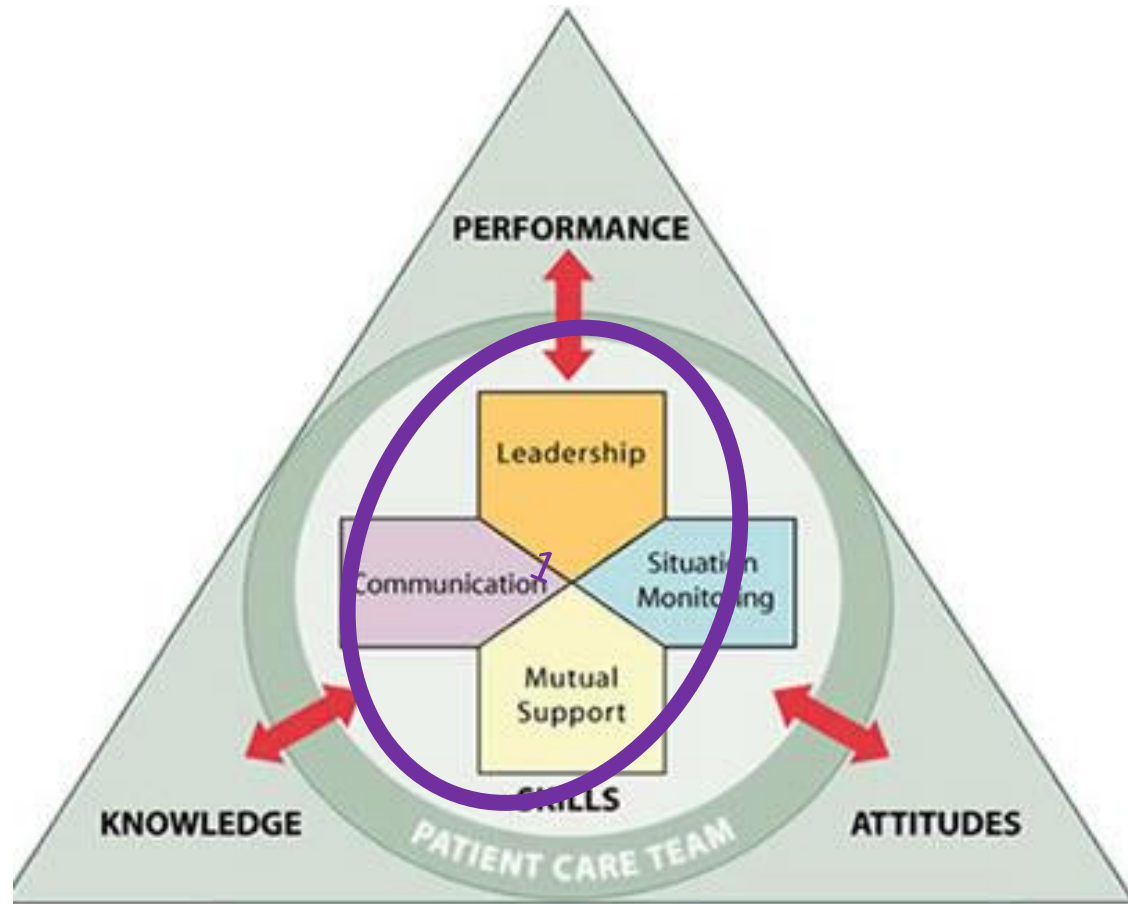
[Achievers.com](https://www.achievers.com) states **Employee Engagement** is *how each individual employee connects with your company and with your customers. Engaged employees are committed, passionate and inspired – and they inspire others by example.*

1. Leadership
2. Communication
3. Culture
4. Rewards & Recognition



5. Professional & Personal Growth
6. Accountability & Performance
7. Vision & Values
8. Corporate Social Responsibility

1. Leadership*
2. Communication
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5. Professional & Personal Growth
6. Accountability & Performance
7. Vision & Values
8. Corporate Social Responsibility



Team STEPPS

A 2011 white paper from The [Ken Blanchard Companies](#) shows that poor leadership is costing the average company an amount equal to 7% of their annual revenue.

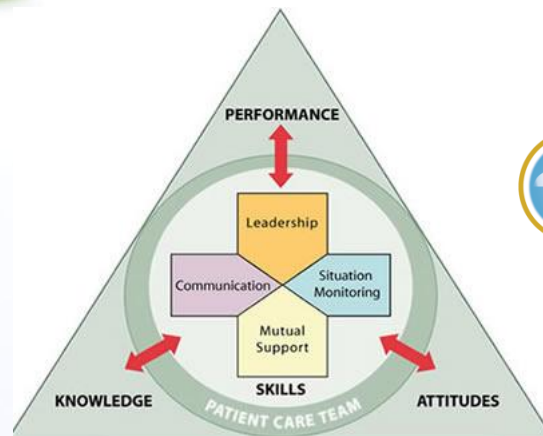
Over a million dollars a year for any organization with \$15 million dollars or more in annual sales

INDUSTRY SURVEY

HEALTHLEADERSMEDIA2014

54% of CEOs surveyed rated their mid-level managers as
“neutral” or “weak”
on a scale of “very strong” “strong” “neutral” “weak” or “very weak”

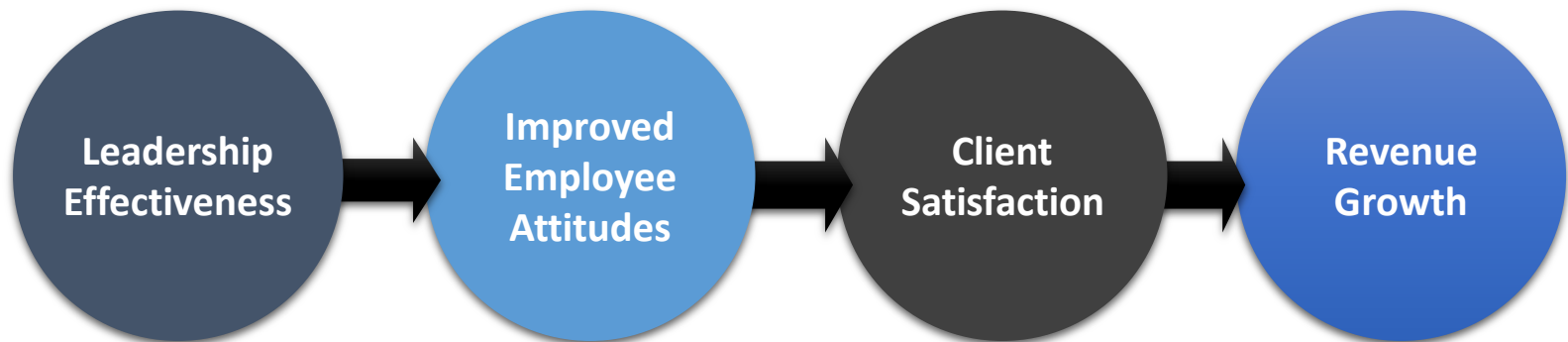
Improve Patient Experience?



 the **ATTICUS** inc.
GROUP
CONSULTING

Sears Study

For every 5-point improvement in employee satisfaction, **client satisfaction goes up 1.3%**, which in turn increases revenue growth 0.5%



“The Employee-Customer-Profit Chain at Sears,” Rucci, A.J., Kirn, S.P., Quinn, R.T., Harvard Business Review, January 1998, pages 82-97.

Zenger-Folkman
Extraordinary Leadership: What's it Worth?
Webinar by Scott K. Edinger

It has always been good business to focus on Patient Experience

Most Profitable Hospitals had highest average patient satisfaction scores

Press Ganey (2008) *Return on Investment: Increasing Profitability by Improving Patient Satisfaction*

Gallup's research shows that patient engagement consistently predicts hospital performance on an array of crucial business outcomes, including EBITA per adjusted admission and net revenue per adjusted admission.

Hospitals scoring in the top 25% in satisfaction had more than 2X the margin of those at bottom”

J.D. Power (2008)

Hospitals with patient satisfaction in the 90th percentile experienced nearly a 33% increase in patient volume—or, on average, an additional 1,382 patients per year

Press Ganey (2004)



How can The Atticus Group help your Organization Improve Employee Engagement and Leadership Development?

- ⊕ Hire *right fit* employees and promote *leaders* using behavioral-based assessments
- ⊕ Onboarding for Culture
- ⊕ Career Planning Tools for staff and leaders
- ⊕ Unique Success Profiles®
- ⊕ Mentoring at all levels
- ⊕ Communication Strategies
- ⊕ Competency–based Performance Reviews
- ⊕ Meaningful Reward and Recognition
- ⊕ Comprehensive Leadership Academy
- ⊕ Identify and Measure Key Performance Indicators



Welcome Richard Corder, MHA, FACHE

Assistant Vice President, CRICO Strategies, a
division of the Harvard Medical Institutions, Inc.,
a CRICO company

Physician Engagement Pilot

