

HERE'S WHAT OUR CUSTOMERS SAY:

"We make better hiring decisions with Staff Assessment and expect to retain 28 people within two communities next quarter for a savings of over \$70,000 and over \$300,000 annually. That's a tremendous return on investment."

Jarene Fluker

Presbyterian Manors of Mid-America

"Everything that you need for a manager to go in and look at an assessment, be able to have those customized questions based upon the results of the assessment, and having the matrix built into one packet. We really enjoy this product. It's great."

Greg Maras

Meadville Medical Center

"Staff Assessment allows all candidates to answer the same questions and it gives us a good idea if they meet the "HEART" behavior standards that we look for. Hiring managers now have a consistent tool to use during interviews."

Megan Dwyer

Heartland Health

Using Behavioral Science to Select and Develop World-Class Talent

It's no longer good enough to have the best technical or clinical skills. To remain competitive, healthcare organizations across the country are applying behavioral science to measure and develop key behavioral competencies like compassion, teamwork, and flexibility.

HealthcareSource behavioral assessments are exclusively endorsed by the American Hospital Association (AHA) and have helped organizations reach success for three main reasons:

- First, they are designed for the healthcare workforce, with validation based on thousands of participants across key healthcare job families.
- Second, they provide a simplified scientific approach that makes it easy for human resources to administer and for managers to embrace.
- And third, they are delivered using the proven "cloud" technology, which means a fast rollout and no need to burden your IT organization.

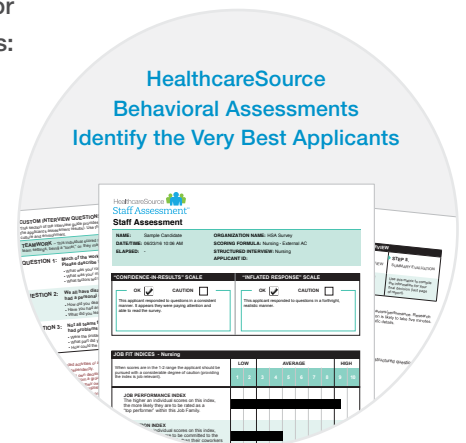
By using HealthcareSource behavioral assessments to align staff with their mission and values, organizations are seeing significant gains in staff retention and patient satisfaction.

Measuring Behavioral Competencies

HealthcareSource Staff AssessmentSM provides a complete approach for engaging a participant with a behavioral survey and interpreting, as well as acting on, the results. The assessment begins with a survey that is usually completed in 15 to 20 minutes, and can be administered in-house, through your on-line application, or an email invitation.

Staff Assessment provides comparative information for the following nine healthcare behavioral competencies:

- Work Ethic
- Customer Focus
- Teamwork
- Compassion
- Openness to Learning
- Valuing Diversity
- Energy
- Flexibility/Adaptability
- Multi-Tasking



Each individual's scores are compared to top-performing peers for one of the five Staff Assessment job families: Nursing, Patient Care, Entry-level Service, Technical/Professional and Administrative/Clerical. Results can then be used to select top candidates to hire, or for providing development plans to bolster lower scored competencies of in-house staff. When used as a selection tool, Staff Assessment includes a scoring dashboard for HR, and structured interview guides for hiring managers. When used as a development tool, Staff Assessment provides development reports with suggested activities, resources, and development plan worksheets.



Assessments to Fit Your Organization

In continuing care, turnover is an issue that wastes countless resources, including the time of hiring managers. In addition, HR teams often perform multiple job roles, so when an employee needs to be replaced, it takes time for HR to make that happen. According to Dr. Frederick Morgeson, Michigan State University, Scientific Advisor, HealthcareSource, "Hiring managers are not HR professionals by trade. They know it takes a special type of person to work in continuing care, but they may not know how to best evaluate those individuals during the hiring process." With norms developed specifically for continuing care, Assessments helps your organization identify individuals with higher compassion and customer focus, who are most likely to be successful in your environment.

Recruit Top Candidates

The Staff Assessment dashboard has been developed to help HR professionals more efficiently manage large numbers of applicants by providing them with the ability to prioritize applicants for further consideration.

The dashboard is simple to use and will allow you to focus your time recruiting those individuals who are likely to possess the behavioral competencies required for successful job performance.

The dashboard pre-scores applicants and allows the user to quickly view the numeric scores for the Staff Assessment's Job Fit Indices which include Job Performance, Retention, and Service Excellence.

The dashboard provides the following features:

- An easy to use view of Job Fit Index scores for all applicants (within a specific requisition).
- The ability to quickly and efficiently sort a requisition by applicant name, Survey date, or Job Fit Index scores (Job Performance, Retention, and Service Excellence). This allows a user to list applicants according to the relative importance of the various Job Fit Indices to the selection process for a specific position.
- Quick links for generating assessment Feedback Reports from the dashboard in order to provide more specific information on an applicant's scores relative to the norm of applicants for a specific Job Family.

Conduct Effective Interviews

Another valuable component of Staff Assessment is the structured interview guide. The guides help managers use a consistent interview methodology while helping the manager adapt the conversation for each individual candidate. Based on the candidate's scores, Staff Assessment provides follow-up behavioral questions to probe any low scores. Interviewers are encouraged to probe these areas to ensure the applicant aligns with the job requirements and will "fit" the organization's culture.

Conducting structured, behavioral-based interviews increases the reliability and consistency of the interview. Behavioral interviews more accurately predict an applicant's potential for success than traditional or situational interviews. Questions are designed to reveal examples of past performance to assess the applicant's proficiency in job-related situations. In addition to helping the hiring manager perform a more thorough interview, using the guides to interview candidates "by the book" helps an organization reduce liability by steering clear of inappropriate interview questions.

Developmental Opportunities

The Development Report force-ranks an employee's behavioral competencies based on their assessment scores, making it easy to highlight an employee's areas for improvement based on the lowest ranked competencies. The report prescribes specific practical on the job activities, as well as self-study and training resources, to improve on-the-job performance. Development Opportunity Worksheets are included to guide the employee through the process of creating an Individual Development Plan.



Critical Thinking for Nurses

Included with Staff Assessment is the Nurse Critical Thinking AssessmentSM feature. This assessment is intended as a tool for evaluating critical thinking skills among in-house nursing staff and provides prescriptive suggestions and worksheets for development.

The critical thinking assessment compares the scores of an individual nurse against norms for the following licensures: LPN, RN, BSN, and MSN. The Feedback Report provides a graphic score of how each individual compares to others, by licensure. Worksheets guide the nurse through an individual development plan that suggests on-the-job activities, as well as online resources and other training resources.

Select and Develop Leaders

With the exclusive endorsement of the AHA, HealthcareSource Leadership AssessmentSM uses behavioral science for leaderselection, development, and succession planning.

The assessment identifies top performing leaders through objective analysis of ten healthcare leadership competencies:

- Achievement Orientation
- Conscientiousness
- Emotional Evenness
- Openness to Change
- Self Confidence
- Innovative Thinking
- Multi-Tasking
- Self-Development
- Customer Orientation
- Critical Thinking

Similar to Staff Assessment, Leadership Assessment provides behavior-based interview guides for selecting leaders, as well as development reports to address a leader's greatest areas of developmental opportunity.

The assessment's feedback report provides prescriptive suggestions for creating an individual developmental action plan. Group Reports are also available for the Leadership Assessment, which include a composite review of your organization's leadership strengths and the critical developmental opportunities for a specific group of leaders. This report assists in directing training resources where they will have the biggest impact on overall performance of your leaders.

By integrating validated healthcare behavioral competencies into your selection process, HealthcareSource behavioral science-based assessments will improve your new hire retention by allowing you to make predictive hiring decisions.

Key Benefits

- Reduce turnover by hiring staff that align with your mission and values
- Improve HCAHPS scores by finding and developing staff with stronger service competencies
- Identify and develop top leaders
- Measure and develop nursing staff critical thinking
- Foster high-performing environments

Key Features

- Multiple survey methods; online, email link, hard copy
- Assessments scoring/sorting HR Dashboard
- Structured Interview Guide with individualized assessment-based interviews
- Healthcare-specific behavioral competencies and job families
- Development reports and development plan worksheets
- Nurse Critical Thinking Assessment





*HealthcareSource Staff Assessment, HealthcareSource Leadership Assessment, and the Nurse Critical Thinking Assessment have earned the exclusive endorsement of the American Hospital Association (AHA).



HealthcareSource®

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About HealthcareSource

With more than 3,000 healthcare customers, HealthcareSource® offers the only comprehensive talent management suite designed specifically to help healthcare systems grow and thrive in an ever-changing industry. The HealthcareSource Quality Talent Suite™ offers talent acquisition, performance and compensation, behavioral assessments, learning software, and advisory services to enable hiring and retaining quality talent for your organization to provide quality care. Several HealthcareSource talent management solutions have earned the exclusive endorsement of the American Hospital Association (AHA). The company is privately held and consistently earns high marks for client satisfaction and retention. HealthcareSource has been recognized in Healthcare Informatics 100, Modern Healthcare's "Healthcare's Hottest," Inc. 500|5000, Deloitte Technology Fast 500, and Becker's "150 Great Places to Work in Healthcare" list.