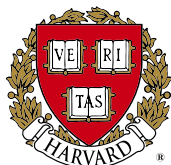


HR Solutions International, Inc

Who We Are and What We Offer
Healthcare Fact Sheet



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Who We Are:

- A Human Capital Management Consulting Firm specializing in Employee Engagement and Retention with over 50% of clientele in the healthcare industry.
- Exclusively endorsed by the **American Hospital Association (AHA)** for all Employee Engagement and Exit products and related services for AHA members.
- Chosen by the Institute for Diversity in Health Management (consisting of 5,000 members) as the engine behind their Diversity Recognition Survey and Award Program.
- Overall Customer Satisfaction scores of 90% favorable, whereas the national norm is 73%.

How We Are Unique:

Best Practices Facilitation – For years HR Solutions has maintained a special Best-in-Class Normative/Benchmark database of organizations that score in the top 10%. Unlike our healthcare competitors who purposely confine themselves to one industry, HR Solutions provides clients two main advantages:

1. Access to Best Practice approaches from myriad healthcare and non-healthcare organizations; applying insights from outside the healthcare field is crucial to helping hospitals retain satisfied, loyal, and Engaged Employees.
2. Should you score low on a particular subject/survey item, HR Solutions puts you in contact with those who are excelling in that particular area.

HR Solutions' Innovations in Healthcare – Normative Data/Benchmarking

A Series of Firsts:

- Department-based norms for top-40 healthcare departments including normative data for physician groups/outpatient clinics.
- Ground-breaking research on the linkage between Diversity and Employee Engagement.
- First provider of Magnet Hospital and aspiring Magnet Hospital normative databases.
- First provider of PI.3.1 Joint Commission on employee/patient safety norms.
- First provider of Academic/Teaching hospital norms.
- Only provider offering the ability to generate reports based on our Studer Group Dimension.
- Only provider of a scientifically-constructed Union Vulnerability Index.

What We Offer:

Our survey instruments, regardless of approach, are designed to quantitatively and qualitatively measure Employee Engagement and arm you with knowledge and recommendations to act on the results.

- **Comprehensive Healthcare Employee Engagement/Satisfaction Survey** – Ideal for companies who do not survey on a regular basis or have not recently surveyed their workforce.
- **Short-Form Healthcare Employee Engagement/Satisfaction Survey** – Ideal for companies who elect to continuously monitor their workforce to keep abreast of what is important to them and the organization.

- **Sweet 16® Employee Engagement Survey** – Measures four key aspects of an Employee’s Engagement within the organization: Organizational Effectiveness, Recognition/Career Advancement, Supervision & Management, Co-worker Performance/Cooperation.
- **Exit Survey** – A five-part system which will more accurately and confidentially measure the reasons why your employees are leaving the organization, thus, allowing you to successfully reduce turnover and bolster retention.

Each instrument can be fully customized, or clients may utilize the standard version with additional supplemental items.

Other Survey Instruments Available

HR Solutions also offers the following assessments:

- Diversity Surveys
- Employee Benefits Surveys
- HR Service Excellence Surveys
- Management Surveys
- Medical Staff Satisfaction Surveys
- New Hire Surveys
- Patient Satisfaction/Patient Loyalty Surveys

Robust Reporting and Action-Planning Solutions:

ActionPro® is a state-of-the-art interactive online reporting and action-planning system.

Reporting:

- Provides syndicated or customized ad-hoc reports and charts for managers.
- Provides linkage reporting that examines possible relationships between Employee Engagement, New Hire, Exit, Patient or Physician survey data to compare gaps and alignments.
- Decreases reporting cycle time to ten days from the completion of survey administration.
- Empowers clients with the flexibility of enhanced graphical representation of the data results and additional statistical reports at the click of a button (i.e., management dashboard, balanced scorecard, parameter reports, etc.).

Action Planning:

- Training your senior leaders and managers to design meaningful action plans.
- Unprecedented post-survey action planning and communication support.
 - Assistance with the development of the post-survey action plan communication campaign.
- Action plan review.
 - No other HR management consulting firm provides this service.
- Access to a comprehensive and continually-updated knowledge library of more than 2,400 field-tested, Best Practice recommendations to create effective action plans.

Consultation Services:

We provide consultative services to guide your organization in bringing about positive change. Areas include:

- Performance Management
- Teambuilding
- Development, implementation, and evaluation of mentoring programs
- Speaking Engagements/Workshops
- Sexual Harassment Prevention Training
- HR Executive Search & Staffing

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For more than 100 years, the American Hospital Association has been a powerful symbol of quality. AHA Solutions, a subsidiary of the AHA, awards the AHA endorsement only to products and services that help hospitals achieve organizational excellence. Healthcare organizations that select AHA-endorsed products support the AHA's efforts on behalf of the nation's hospitals. AHA Solutions is proud to reinvest its profits in the AHA's mission: creating healthier communities.

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