

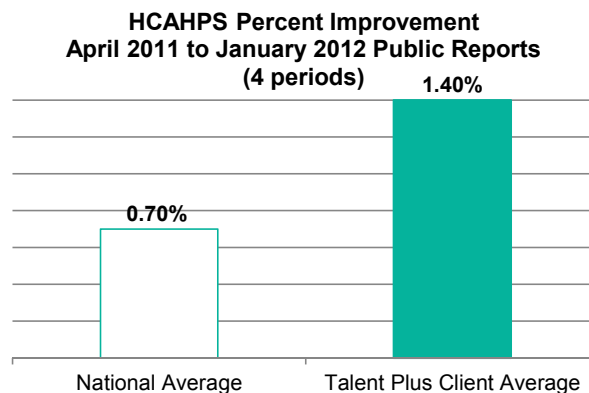
As the health care industry transitions away from a volume-based model to a value-based reimbursement model, the quality of care provided to the patients, and the outcomes which result from it, have become a staple in health care organizations' strategies moving forward. Talent Plus selects individuals for a particular role by discovering the talents that provide the highest quality of care and service which comes natural to the employee (not forced), helping health care organizations to preserve or improve the reimbursements received through top box patient experience scores. Hospitals are seeking solutions to improve their Hospital Consumer Assessment of Healthcare Providers and Systems (or HCAHPS) scores through implementing processes, training, consultants, new positions and education – all of which can have a positive impact on an organization's scores.

In the last year alone, Talent Plus health care clients' HCAHPS scores improved 1.4 percent overall, compared to the national average improving by 0.7 percent overall across all 10 HCAHPS measures.

Over that same time frame Talent Plus clients improved in all 10 measures while the national average improved in only five of the 10 measures.

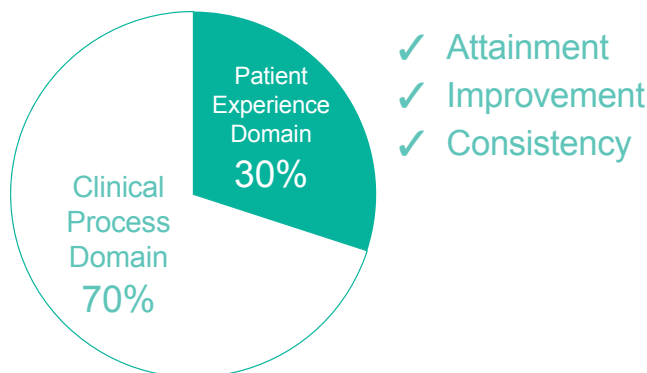
HCAHPS National Average vs. Talent Plus Clients' Average

Talent Plus health care clients' HCAHPS scores improved 2X the national average (1.4 percent) across all 10 dimensions.



Hospital Value-Based Purchasing (VBP) Scoring

The HCAHPS survey, comprised of 10 dimensions, is the basis for the Patient Experience Domain of the total performance score for Hospital VBP. The other 70 percent is attributed to the Clinical Process Domain. Hospitals will be rewarded or penalized based on how they perform across three core criteria surrounding the patient experience: attainment, improvement and consistency.



"Training people who have the talent to do a job with excellence will result in a significantly greater improvement within your organizational outcomes. Select hard, manage easy.SM"

+ Kimberly Rath, president and managing director, Talent Plus

Source: Source: April 2011 Public Report (July 2009 – June 2010 Discharges) – January 2012 Public Report (April 2010 – March 2011 Discharges) scores on www.hospitalcompare.hhs.gov

In one example of a five-hospital health system with 2,000 total licensed beds, it was uncovered that **\$66 million** was at stake over a five-year period through VBP starting in 2012. That number would double by 2017.