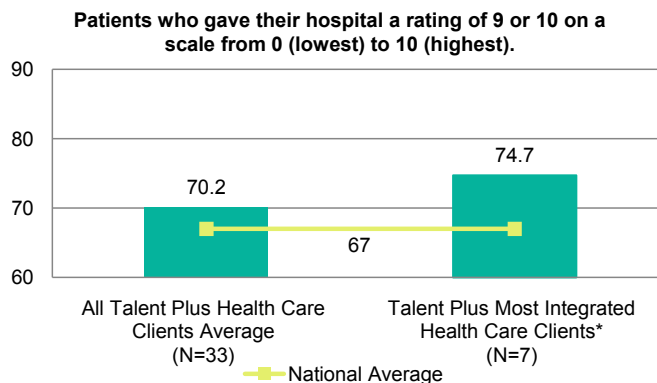


Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores continue to gain importance within health care organizations today with the coming Value-Based Purchasing (VBP) around patient experience and core measures. Hospitals are seeking solutions to improve their HCAHPS scores through implementing processes, training, consultants, new positions and education – all of which can have a positive impact on an organization's scores.

Talent Plus health care clients score better than the national average on two of the dimensions that are more highly correlated to overall satisfaction, especially those clients who are most integrated in The Science of Talent[®].

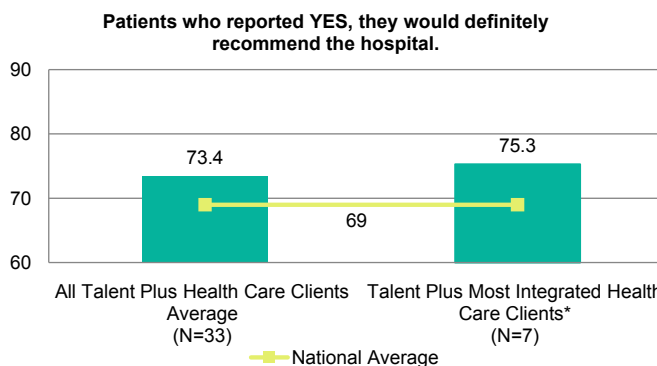
HCAHPS Survey Question: Overall Hospital Rating

Talent Plus health care clients, especially those most integrated with The Science of Talent, scored above the national average for "overall hospital rating" on the HCAHPS survey.



HCAHPS Survey Question: Patients Likely to Recommend Hospital

Talent Plus health care clients, especially those most integrated, scored above the national average for "likely to recommend the hospital" on the HCAHPS survey.



Source: April 2011 scores on www.hospitalcompare.hhs.gov

**Most integrated" (N=7) have been clients for three or more years and have implemented more than one line of service, these are also included in the group of 33 clients.

**This calculation is based on a 100-bed average revenue of \$100 million with an average reimbursement of 50 percent (\$50 million). VBP determines that one percent (\$500,000) of which 30 percent (\$150,000) is based on HCAHPS scores. Factoring this for 250 beds at \$150,000 x 2.5 = \$375,000.

In the average 250-bed hospital, approximately **\$375,000 is at stake annually** for reimbursement based on HCAHPS scores.** To boost their HCAHPS scores, Talent Plus clients have utilized Talent Plus' scientific talent-based selection tools for the selection of their employees.

"If you have the wrong people, it doesn't matter if you have the right direction – you still won't have a great company."

+ "Good to Great," Jim Collins