

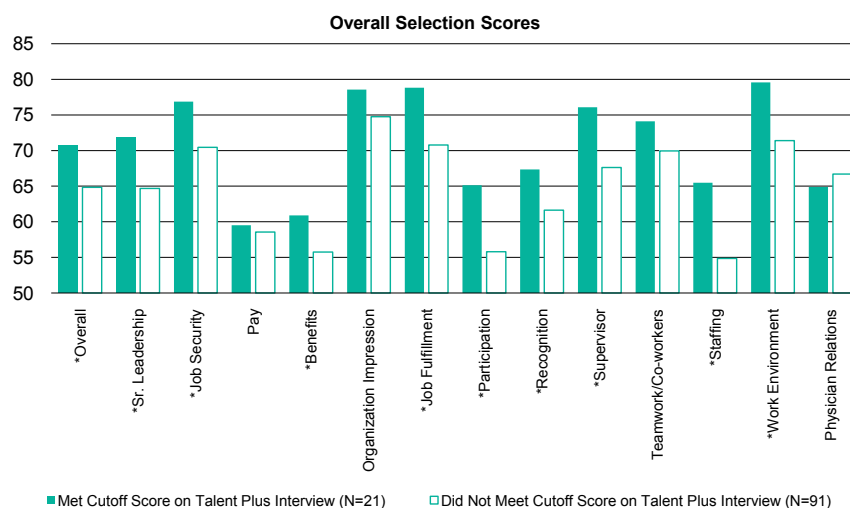
A study was conducted by Talent Plus at a health care facility to compare Press Ganey employee satisfaction data and interview data from department leaders.

This client's strategic initiative is a focus on patient care driven by attracting, developing and retaining the best people. In order to gain a baseline understanding of their leadership's talents and the effect on satisfaction, Talent Plus interviewed department heads and compared department-level satisfaction scores of those who met the interview cutoff scores to those who did not meet the cutoff scores. All of this to measure the impact talented leaders have on the satisfaction level of employees in their departments.

The employee satisfaction data was provided to Talent Plus for each department (N=120) and employee satisfaction ratings were then compared across departments between leaders who met the interview cutoff scores and those who did not. (Departments were included as cases when data was available for four or more members of the department.) Leaders of these departments completed either a Health Care Manager (HCM), Health Care Supervisor (HCS) or Executive Interview depending upon their position.

## TALENT LEADS TO SATISFACTION

The departments of leaders who met the cutoff score on the Health Care Manager, Health Care Supervisor or Executive Interview show higher satisfaction ratings across every section of the survey with the exception of physician relations. Sections relating to senior leadership, job security, benefits, job fulfillment, participation, recognition, supervisor, staffing and work environment, as well as the overall survey score reached statistical significance as noted.



\* Indicates items that were significant at the p=0.05 level.

Reported sample sizes refer to the number of departments in the sample rather than the number of participants who completed the survey.

It is important to note that the analyses comparing department leaders' interview data to employee satisfaction reflects the interview results of the department leader and not of the individuals who completed the employee satisfaction survey and should be interpreted as comparisons of department leadership.

This client has seen that department leaders who met the cutoff score on these three interviews - Health Care Manager, Health Care Supervisor and Executive - maintain significantly more satisfied departments in regard to the areas of senior leadership, job security, benefits, job fulfillment, participation, recognition, supervisor, staffing and work environment than leaders who did not meet the cutoff score. Talented leaders set the tone in a culture - one that points to retention and overall job satisfaction.