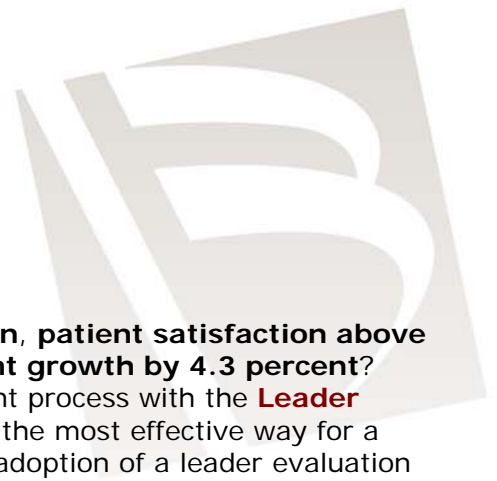


Leader Performance System™

Outcomes-Focused Accountability



Would your organization benefit from a **3.1 percent operating margin**, **patient satisfaction above the 90th percentile** in all service areas, and an increase in **outpatient growth by 4.3 percent**? Recently, a healthcare system retooled their accountability management process with the **Leader Performance System** and achieved such outcomes. Research shows the most effective way for a facility to achieve and sustain organizational excellence is through the adoption of a leader evaluation process designed to focus on outcomes, not processes.

Enhance Accountability and Productivity through Leader Evaluations

The **Leader Performance System** is a web-based management solution that aligns individual leader goals with the mission, vision, values, and objectives of the organization by providing an automated platform for communicating organizational goals, and translating them into meaningful targets for leaders, departments, and staff.

Key Features

- **Annual Leader Performance Evaluation** establishing specific, objective, and quantifiable goals to achieve organizational goals
- **Performance Library** saves significant time by defining top priorities, industry benchmarks and best practices
- **Quarterly Action Planning** prioritizing leader focus on the right actions to drive outcomes
- **Score Card** accurately tracks and monitors individual performance
- **Behavioral Assessment** aligns personal day-to-day behaviors and actions with organizational values
- **Supervisory Checklist** creates a focused agenda covering the essential monthly discussion points
- **Reporting** easily identifies successes and performance gaps at all levels of the organization

FY2009 BHC Results

- 11.8% Employee Total Turnover Employee
- Engagement/Satisfaction 89th percentile
- Inpatient Perception 94th percentile
- Emergency Department Perception 92nd percentile
- Ambulatory Surgery Perception 96th percentile
- Achieved 3.1% operating margin
- Operating Income increased 316% over FY2008
- Admissions increase 3.1% over FY2008
- OP Visits increased 4.3% over FY2008
- Cash increased by \$11.3M

The screenshot shows the 'Reports' section of the Leader Performance System. It displays the 'Overall Organizational Performance Score' as 3.25. A bar chart compares individual leader performance scores to this organizational score. A callout box indicates 'Leaders above 4.50'. Below the chart is a table of leader performance data:

Name	Department	Performance Score
Aaron Barter	Administration	4.85
Davy Crockett	Nursing	4.73
Brian Robinson	Maintenance	4.69
Steve Smith	Planning	4.64

Baptist Leadership Group brought our senior team together to create a consistent system of expectations for individual contributions and outcomes. LPS is a key driver of performance improvement for us.

Gyasi Chisley,
Vice President of Operations
University Hospital of Cincinnati

Easily view individual leader performance in comparison to organizational performance

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Advantages of using LPS

- Search thousands of objective outcome metrics by strategic focus in the Goal Library
- Easily align and cascade goals throughout the organization with detailed reporting
- Access performance results immediately through links to other resources
- Built-in communication vehicle for goal validation and approval
- Accelerate implementation with goal sharing and distribution across leadership team
- Expert implementation and guidance from skilled professionals
- Instantly identify gaps in performance at all levels
- Step-by-step goal writing assistance with *Goal Writing Wizard*
- Secure web-based access for straightforward integration and implementation
- Automatic notification of outstanding items and actions

In order to achieve long-lasting results in your organization, you must hold leaders accountable for measurable results.

Al Stubblefield,
Chief Executive Officer
Baptist Health Care



Baptist Leadership Group
Patient Centered Excellence

Leader Performance System

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Performance Resources
Baptist Leadership Group Performance Library

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Performance Measure Detail

Measure Name: [Emergency Department Diversion](#)

Measure Definition: [Number of Hours Emergency Department is on Diversion](#)

Pillar: [Quality](#)

Department: [Emergency Department](#)

90th Percentile: [3.2 hours](#)

50th Percentile: [172.91 hours](#)

ROI: [Based on a 40K visit ED, the percentage of time on diversion equals lost revenue opportunity. 1%=\\$75K, 3%=\\$327K, 5%=\\$545K, 7%=\\$763K, 9%=\\$982K](#)

Notes: [On Average, hospital EDs spend 3% of their time on diversion](#)

Search, review and select possible annual goals from industry benchmarks and best practices

For more information, contact Solutions Leader Joseph McCrory: josephm@bhclg.com or (850) 469-7347.