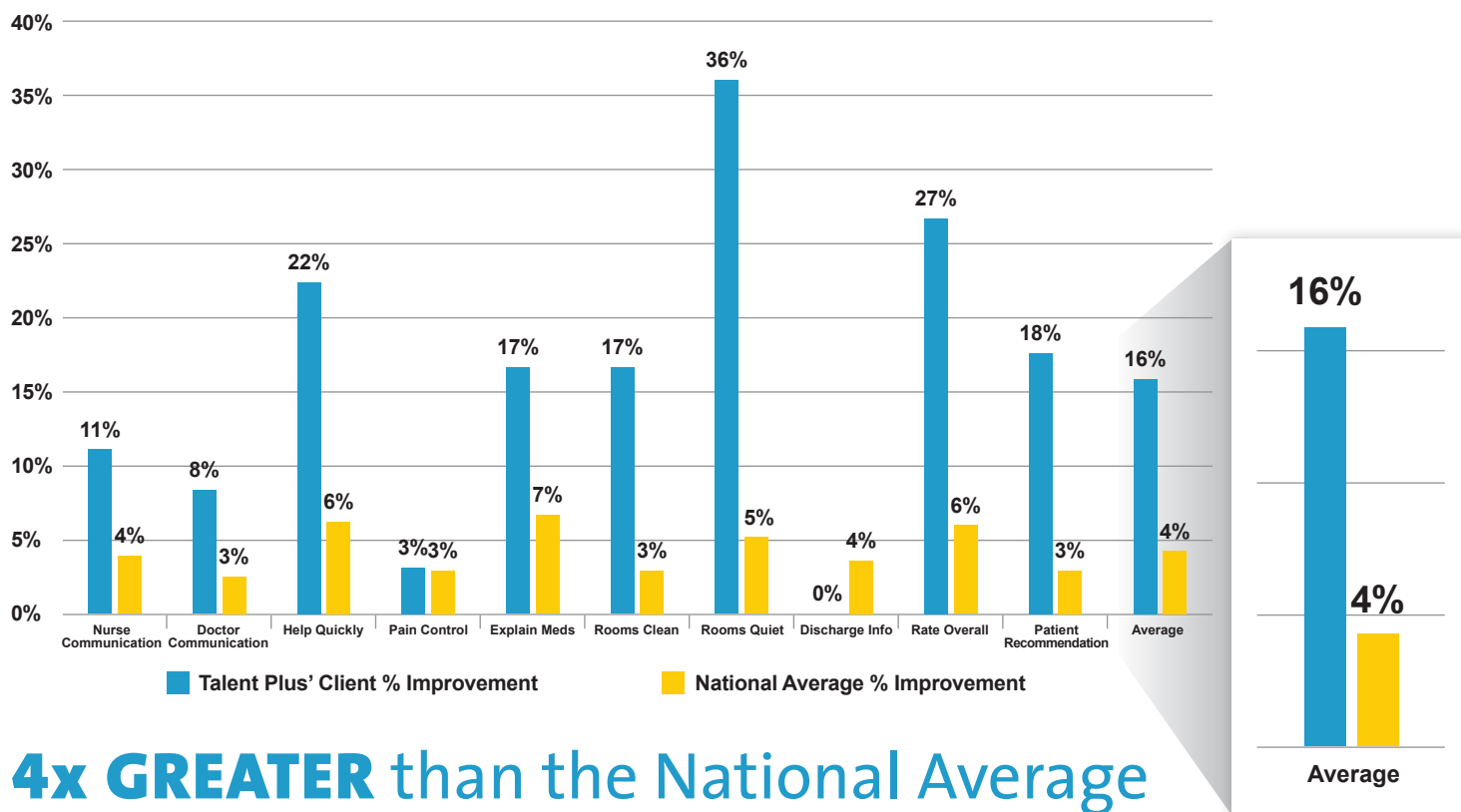


An academic medical center began a partnership with Talent Plus® to select highly talented employees across their organization. Over the course of three years, the hospital has experienced lower turnover and fewer disciplinary actions with those recommended on the Clinical and Non-Clinical Health Care Professional Talent Online® Assessments by Talent Plus.

Prior to working with Talent Plus, this client ranked in the 22nd percentile nationally in patient willingness to recommend the hospital. Following the use of Talent Plus' selection tools and leadership development, their Hospital Consumer Assessment of Health Care Providers and Systems (HCAHPS) nearly quadrupled to the 85th percentile.

Achievement in Patient Experience HCAHPS Percentile Ranking Improvement, comparing 2009-2010 and 2013-2014

This medical center's patient experience (HCAHPS) percentage of improvement has far outpaced the national rate.



“Service talent can be compared with athletic ability. If two individuals are offered the same skill training and one of the individuals has far more natural athletic talent, the talented individual will advance much faster and farther as a result of the training.”

“Prescription for Excellence,” by Joseph A. Michelli, Ph.D