

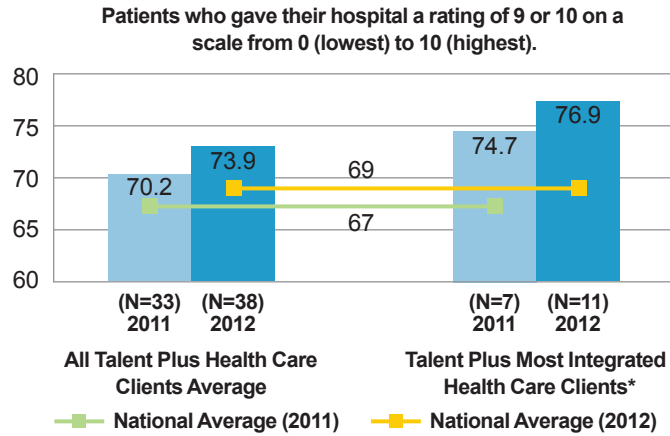
Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores continue to gain importance within health care organizations today. In October 2012, the Centers for Medicare and Medicaid Services (CMS) released their initial round of bonuses and penalties ranging from a 1% increase to a 1% decrease of their Medicare reimbursement as a result of Value Based Purchasing (VBP). This program includes both HCAHPS 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 but fail to get at the heart of what ultimately impacts patient care and the bottom line. Talent Plus offers tools to select the right people to navigate that training and yields great results.

Talent Plus' most integrated health care clients score better than the national average because they first select people with the natural propensity to excel at patient care.

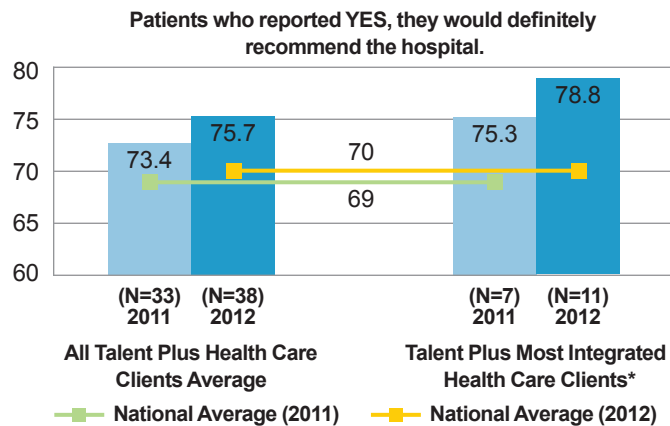
HCAHPS Survey Question: Overall Hospital Rating

Talent Plus health care clients scored above the national average for "overall hospital rating" on the HCAHPS survey in consecutive years.



HCAHPS Survey Question: Patients Likely to Recommend Hospital

Talent Plus health care clients scored above the national average for "likely to recommend the hospital" on the HCAHPS survey in consecutive years.



Source: April 2011 and December 2012 scores on www.hospitalcompare.hhs.gov
 **"Most integrated" have been clients for three or more years and have implemented more than one line of service.

Overall Talent Plus clients on average were rewarded through the Medicare program released for October 2012-September 2013.

Additionally, on the HCAHPS question that asks, "Are you likely to recommend this hospital," Talent Plus' most integrated clients outpaced improvement of the national average in 2012 by a full 2.5 percentage points, even outperforming their own record of 1.7 percent above the national average set in 2011.