

A client since 2004, this health system began building a new hospital in July 2006. Changing the face of health care by building a center for well-being, healing and community education, their president and CEO charged Talent Plus to assist in the creation of an engaged work force through the selection and development of highly talented people.

The hospital took an integrated approach with Talent Plus. They utilized Talent Plus' structured talent interviews for all position levels and continued to invest in their employees through strength-based developmental programs. Over 25,000 applications were received, more than 4,000 talent interviews were conducted and 1,200 new employees were welcomed on opening day, March 15, 2009. After only three months, they achieved 99 percent satisfaction scores in three comparative sets with Press Ganey: all hospitals in their state, hospitals of their size and all hospitals in the United States. One year later, 1,447 individuals make up their work force for a facility that's grown from 60 to 160 beds with 85% occupancy and plans for even more growth. Today, we are exploring the creation of a leadership institute for other health care organizations to benchmark this state-of-the-art facility.

*"We have said we are going to challenge the entire industry through cutting-edge innovation. We decided we would not hire warm bodies, but that we would select people foremost for their talents, and of course that created a natural partnership with Talent Plus."*

+ President and CEO of this hospital

This hospital uses these Talent Plus products and services:

- + Developmental feedback for all employees at all levels
- + Collaborative Coaching® Sessions
- + Team Development Days
- + Health Care Professional Interview Certification
- + Health Care Supervisor Interview Certification
- + Health Care Manager Interview
- + Monthly Talent Plus Learning Academy® Introduction to Talent-Based Organizations® Seminars
- + In-Depth Physician Interview
- + Executive Interview
- + Talent Development Boot Camp for Managers
- + Health Care Professional Interview Talent Benchmark®
- + TalentBank® Implementation and Process Design Consulting
- + Talent-Based Consulting

