



# **“How to Become a Future Best Place to Work in Healthcare”**

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**Modern Healthcare**



# Best Companies Group▶▶▶

- BCG Manages 35 programs around the country and in Canada

## National Programs

- Best Places to Work in Healthcare
- Best Accounting Firms to Work for
- Best Magazine Publishing Cos. to Work for
- Best Book Publishing Companies to Work for
- Best Places to Work in Collections
- Outside's Best Places to Work
- Best Non-Profit Organizations to Work for
- Best Places to Work in Insurance



# Best Companies Group▶▶▶

## State and City Programs

- Best Companies to Work for in Texas
- Best Places to Work in Los Angeles
- Best Places to Work in Hawaii
- Best Places to Work in New Jersey
- Best Places to Work in Pennsylvania
- Best Places to Work in Connecticut
- Best Places to Work in Rhode Island
- Best Places to Work in Indiana
- Best Places to Work in Oklahoma
- Best Places to Work in South Carolina
- Best Places to Work in Maine
- Best Places to Work in Vermont
- Best Companies to Work for in Central California
- Best Companies to Work for in NY
- Best Places to Work in NYC
- Best Places to Work in Alaska
- Best Places to Work in The San Fernando Valley
- Best Places to Work in San Diego
- Best Places to Work in Orange County
- Best Employers in Tennessee
- Best Places to Work in Illinois
- Best Places to Work in Atlantic Canada
- Best Companies to Work for in Ohio
- Best Places to Work in Kentucky
- Best Companies to Work for in Florida
- Best Employers in North Carolina



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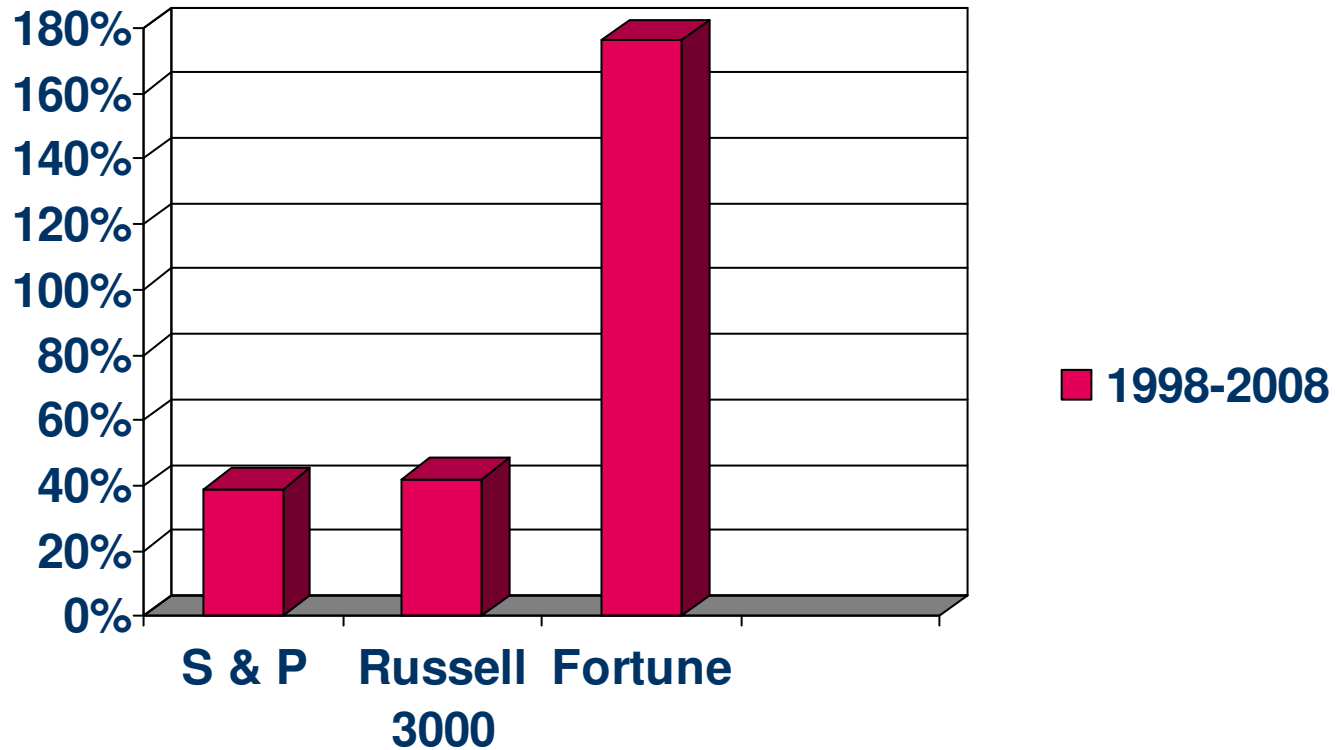
- Modern Healthcare Magazine
- 2<sup>nd</sup> Year - First program was in 2008
- Companies registered at  
[www.BestPlacesToWorkHC.com](http://www.BestPlacesToWorkHC.com)
- The program was open to providers, suppliers and insurers
- Employer Survey
- Employee Survey
- Analysis
- List Determination



# Why Focus on Being a Great Workplace?

- The best opportunities for competitive advantage exists with your people and their work place experience
- Quality relationships and the day-to-day experience between employees and management are the foundation to build and sustain a great organization
- Enhanced retention, applicants, service, patient satisfaction, loyalty, productivity, fun
- BCG's experience is that healthcare is one of the most competitive industries when it comes to recruiting and maintaining a workforce.

# Fortunes 100 Best Companies



Frank Russell Companies 2008

## Program Philosophy

- Identify and recognize outstanding employers in the healthcare industry by asking employees what **THEY** think.
- Provide participants with a valuable workplace assessment tool and feedback report (optional).
- Provide Benefits and Employee Engagement benchmarking (optional).
- Shine the light on the HR function and profession.



## BCG: Eight Focus Areas ( ) Average % Positive Response 2009 Healthcare Results

- ▶ Leadership & Planning (86.7%)
- ▶ Corporate Culture & Comm. (87.1%)
- ▶ Role Satisfaction (90.6%)
- ▶ Work Environment (92.3%)
- ▶ Relationship with Supervisor (89.1%)
- ▶ Training & Development (79.5%)
- ▶ Pay & Benefits (82.8%)
- ▶ Overall Engagement (93.2%)
- ▶ Total Survey Score (87.7)



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Who Offers What

- Bonus or Incentive Programs (93%)
- Match Retirement Savings (88%)
- 360 Evaluations (53%)
- Trade PTO for Cash (63%)
- Telecommuting (79%)
- Job Sharing (61%)

## Who offers what?

- **Adoption Assistance (53%)**
- Domestic Partner Benefits (52%)
- Tuition Reimbursement (93%)
- Paid Volunteer Time (68%)
- Recycling Initiatives (76%)
- Going Green Initiatives (41%)



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## Who offers what?

- EAP (emp. assistance programs) (94%)
- Compressed Work Weeks (87%)
- Childcare Subsidy (35%)
- Fitness Centers on Site (71%)
- Eldercare Assistance (40%)
- Free Daily Snacks (90%)



# Building Great Places to Work

- Figure out where you are on the Lousy ► Good ► Great place to work continuum. Measure!
- Cultivate trust, not compliance.
- Get away from offering *things*, and focus more on creating *experiences*.
- Make sure employees know why they matter and why what they do matters.
- Encourage two-way communication, not just information sharing. When communication is poor, control intensifies and collaboration weakens.
- Use the business to develop people versus using people to develop the business.
- Search for inconsistent messages.



## Managing a great work place in rough seas

▶ “Great Places to Work” are not Immune, but “Great Places to Work” can minimize the impact.

- ▶ They have better communication
- ▶ They have more respect for employees
- ▶ They look at protecting the workforce first



## **Managing a great work place in tough times**

- ▶ Employee Discretionary effort
- ▶ Implementing need-based benefits instead of “cool” sounding stuff
- ▶ No Guarantees, but a competitive advantage for sure.



# Questions?

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