

symplr Performance

Improve Quality of Care by Creating a Culture of Employee Development

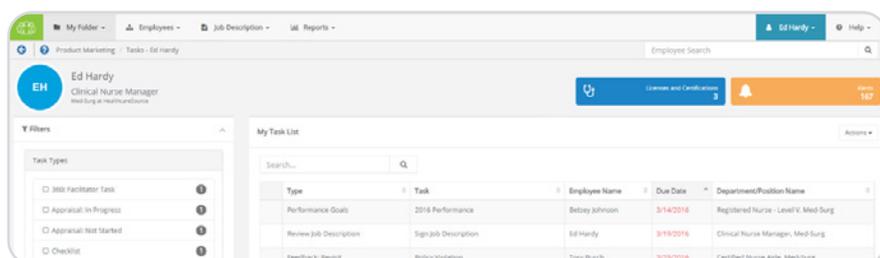
Nothing determines your ability to deliver quality patient care more than the performance of your employees — especially those in critical clinical positions — which can have significant impacts on your organization’s reputation and ability to generate revenue. Providing your employees with ongoing coaching and learning opportunities ensures they’re able to continuously develop their skills and competencies to deliver patient-centered care, while also boosting engagement which has been shown by the Advisory Board to have measurable impacts on HCAHPS ratings and patient satisfaction.

Every 1% increase in employee engagement leads to a 0.33% increase in patient satisfaction¹

Manage Performance for Ongoing Progress

symplr Performance enables you to evaluate and track employee performance, while providing opportunities for learning and development, to ensure your staff is prepared to provide high levels of patient care. symplr Employee Performance is designed to help:

- Align your employees with organizational and job-specific performance expectations, starting on day one
- Evaluate staff against specific performance and development goals using a variety of appraisal methods
- Develop employees through feedback, coaching, and learning assignments that address their unique strengths and areas for improvement



Employee performance directly impacts your ability to meet patient care objectives, which in turn can impact your organization's business and financial outcomes.

To drive patient-centered care, you need to establish a culture of accountability while providing your staff with learning and development opportunities that promote constant performance improvement.

symplr Performance makes it easy to conduct effective performance appraisals, create development plans, support employee goals, and provide ongoing coaching to foster the continuous development needed to deliver quality care.

Integrate with Behavioral Assessments

When symplr Behavioral Assessment Software integrates with Performance Manager, you can assess current employees and identify methods to assist them with career success.

Managers request that employees complete either the their symplr assessments directly from symplr Performance.

Test results determine which Development Opportunities and Activities display as options to add to a Development Plan. The integration cuts down on the number of steps required to complete the Development Plan and ensures manager’s recommendations align with the assessment results.

¹The Advisory Board, Employee Engagement Survey, Advisory Board Survey Solutions’ Employee Engagement National Database, 2014

Help Employees Understand Expectations

For employees to be successful, they need to have a clear understanding of their roles and responsibilities from the moment they start at your organization.

- symplr Performance makes it easy to load, track, and store job descriptions for all your positions using a standardized, templated approach
- Job description sign-off ensures that employees have reviewed and acknowledged their position duties and responsibilities, and is required for compliance and accreditation by the Joint Commission
- Performance goals are assigned from the top down or developed collaboratively between employees and managers, and can be aligned with an employee's job responsibilities or your organization's pillars, values, and strategic initiatives

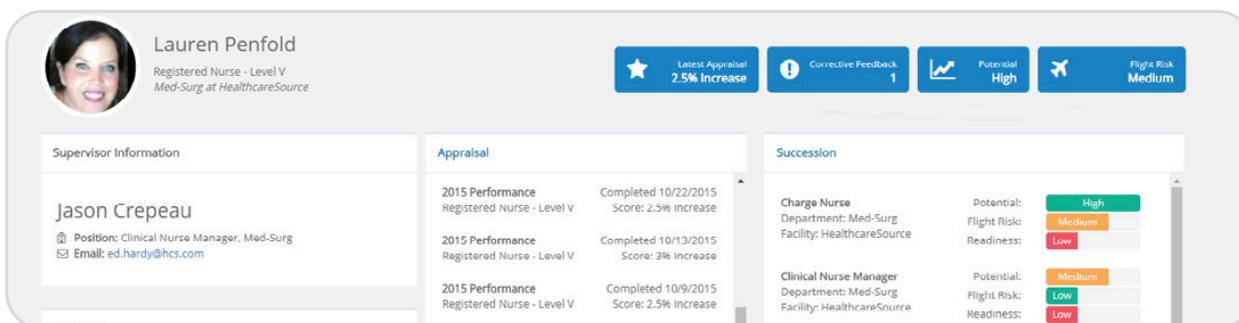
Solutions to Help You

symplr Performance is part of a comprehensive talent development suite that includes scientifically validated staff and leadership assessments, a cutting-edge learning management system, an extensive courseware library, and a competency management system.

Encourage Collaboration and Accountability

Tracking performance over time allows employees and managers to work collaboratively to identify opportunities for development while building a culture of accountability.

- Self appraisals, manager appraisals, and multi-rater appraisals provide multiple performance review formats to meet the needs of your organization and employees
- 360 Feedback reviews let managers collect broader feedback for a more relevant performance review and to set objective goals
- Performance Vitals provide important information about an employee's performance at-a-glance, so managers can quickly see where their employees stand
- Automated task notifications and reminders help ensure on-time appraisal completion by supervisors and employees



The screenshot displays the symplr Performance interface for a user named Lauren Penfold, a Registered Nurse - Level V at HealthcareSource. Key metrics shown include a latest appraisal with a 2.5% increase, 1 corrective feedback item, a high potential rating, and a medium flight risk. Below this, the interface is divided into three main sections: Supervisor Information, Appraisal, and Succession.

Supervisor Information: Jason Crepeau, Clinical Nurse Manager, Med-Surg. Email: ed.hardy@hcs.com.

Appraisal: A table showing performance reviews for 2015:

Year	Position	Completed	Score
2015	Registered Nurse - Level V	10/22/2015	2.5% Increase
2015	Registered Nurse - Level V	10/13/2015	3% Increase
2015	Registered Nurse - Level V	10/9/2015	2.5% Increase

Succession: A table showing potential and flight risk for various roles:

Role	Department	Facility	Potential	Flight Risk	Readiness
Charge Nurse	Med-Surg	HealthcareSource	High	Medium	Low
Clinical Nurse Manager	Med-Surg	HealthcareSource	Medium	Low	Low

Develop Employees for Ongoing Success

Once development opportunities have been identified, use tools to provide coaching and feedback to make performance management a constructive, continuous process.

- Send employee's Feedback to facilitate development by providing coaching, praise, or to document corrective action, and schedule follow-up dates to track performance improvements
- Drive progress on strategic goals by sending automated reminders to employees and managers for regular check-ins and status updates
- Create actionable Development Plans based on assigned goals, performance appraisals, learning assignments, or assessment results
- symplr Assessments, available in symplr Performance as add-on integrations, lets you measure behavioral competencies to identify employee strengths, areas for development, and automatically create Development Plans based on assessment results
- Succession planning helps you easily identify high-potential employees, while the critical jobs flagging feature helps ensure you're developing employees for those positions

Use Reporting to Improve Your Performance Management Process

Identifying performance gaps is key for understanding how you can continuously improve your performance management efforts.

- symplr Performance includes 42 standard reports that allow you to measure manager and employee effectiveness in order to drive strategic performance initiatives while helping you maintain compliance
- Summary reports present important metrics in easy-to-interpret charts and graphs, so you can quickly gather and share performance data with key internal stakeholders, or regulatory bodies

symplr Performance along with our assessment and learning solutions, can help your organization perform at an elite level:

- symplr Assessments
- symplr Learning
- symplr eLearning Library

To learn how Employee Performance solution can help your organization improve quality of care by creating a culture of employee development, please contact us.

About Symplr

symplr's comprehensive healthcare operations solutions, anchored in governance, risk management, and compliance, enables our enterprise customers to efficiently navigate the unique complexities of integrating critical business operations in healthcare. For over 30 years, our customers trust our expertise and depend on our provider data management, workforce and talent management, contract management, spend management, access management, and compliance, quality, safety solutions to help drive better operations for better outcomes. As your trusted guide, we follow a proven approach to help you achieve your organization's priority outcomes by breaking down silos, optimizing processes, and improving operational systems.

Learn how at www.symplr.com.