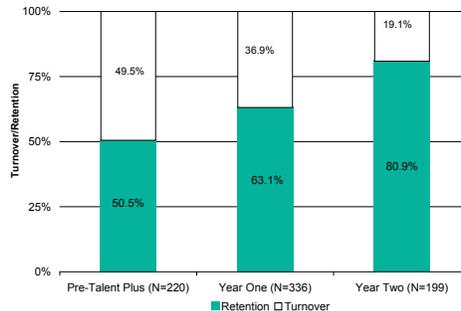


Talent Plus has found that one of the factors directly related to patient satisfaction is staff retention. With the shortage of skilled health care workers and the cost of turnover estimated to be six to 12 months of salary and benefits*, retention is vital. Talent Plus' Quality Selection Process[®] (QSP[®]) has helped many health care organizations successfully reduce turnover, thereby lowering costs.

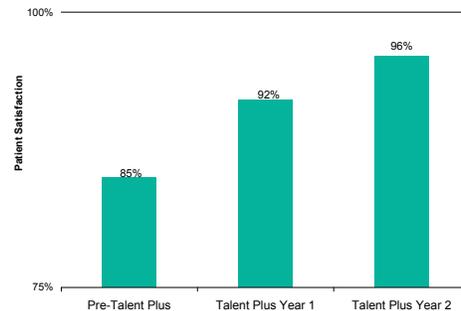
INCREASED NEW-HIRE RETENTION

A significant trend over a three-year period indicated a steady improvement in employee retention with the integration of Talent Plus' QSP. Employee retention for new hires increased over 30 percent during this three-year period.



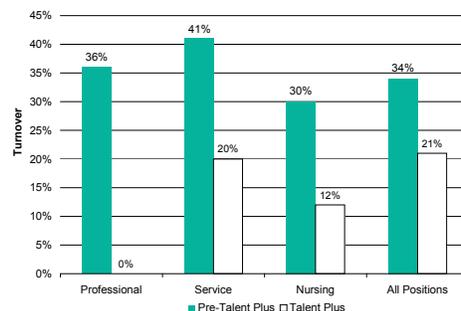
INCREASED PATIENT SATISFACTION

Patient satisfaction ratings (patient surveys conducted by Press Ganey) increased 11 percent after utilizing Talent Plus' QSP for two years. Overall, patient satisfaction ratings included the courtesy of general staff and nursing staff as well as the nursing staff's attention to patients. Most importantly, three times more patients indicated the likelihood of recommending the hospital.



A HIGHER RETURN ON INVESTMENT

Turnover decreased by 13 percent the first year after implementing Talent Plus' QSP in a regional medical center. This resulted in the retention of 47 more employees and a conservative estimate of \$305,000 in annual savings in turnover costs (calculating \$6,500 per employee). The return on investment through the use of Talent Plus' QSP was calculated at 400 percent in only one year.



Patient satisfaction ratings and employee retention are strong indicators of the future strength of a health care organization. As well, patient satisfaction reflects health care quality and ensures sustainability for the health care provider.

*Fitz-enz, Jac, The ROI of Human Capital, 2000.