![Baptist Leadership Group logo]

Leader Performance System™

Outcomes-Focused Accountability

Your healthcare organization probably faces many of the same challenges that we overcame: raising and sustaining service levels, engaging staff while improving efficiencies, and developing leaders who can consistently exceed performance goals. In 2009, we experienced a **2.5% increase in operating margin**, **patient satisfaction above the 90th percentile**, and a **4.3% increase in outpatient growth**. Our research shows the most effective way to achieve and sustain outstanding results like these is through leader alignment and accountability. When individual leader expectations are clearly communicated, and aligned with the mission, vision, values, and annual goals of your organization, outcomes will improve and you'll be positioned for long-term success.

Leader Performance System (LPS)

We developed the **Leader Performance System** to help healthcare organizations like yours implement an objective goal-setting and evaluation process that aligns individual leader goals with the annual goals of the organization to drive measureable performance results. LPS is our proprietary web-based management solution that provides an easy-to-use platform for communicating organizational goals, and translating them into meaningful targets for leaders, departments, and staff. It also integrates your leader evaluation process to help sustain long term gains.

More Key Features

- **Annual Leader Performance Evaluation** - establishes specific, objective, quantifiable goals
- **Quarterly Action Planning** - helps leaders prioritize actions that will drive outcomes
- **Score Card** - tracks and monitors individual performance
- **Behavioral Assessment** - aligns personal day-to-day behaviors with organizational values
- **Supervisory Checklist** - creates a focused agenda for monthly meetings with leaders
- **Reporting -** identifies performance gaps at all levels
- **Goal Search –** a repository of thousands of objective outcomes/goals that you can select from to set your annual goals
- **Goal Writing Wizard** – easy, step-by-step application to write goals

> **BLG brought our senior team together to create a consistent system of expectations for individual contributions and outcomes. LPS is a key driver of performance improvement for us**.
>
> Gyasi Chisley
> Vice President of Operations
> University Hospital of Cincinnati

Why Choose LPS?

Unlike other performance management systems, LPS is a process and an approach, not simply a tool. It helps you align and cascade goals with ease across your organization, identify gaps in performance at all levels through electronic reporting, and communicate expectations and goal approval effortlessly through built-in goal validation. Users can also learn and implement LPS quickly with our expert on-site coaching and training for your leaders.

In order to achieve long-lasting results in your organization, you must hold leaders accountable for measurable results.

Al Stubblefield,
Chief Executive Officer
Baptist Health Care

Performance Library

As an LPS user, you have full access to our **Performance Library** to help and support your leadership team in the goal-setting process. Our custom data library includes industry-wide national norms and best practices for key performance indicators, and return on investment for improved performance against these measures. You can use it to define individual and organizational goals and priorities against industry benchmarks and best practices.

Baptist Leadership Group
Patient Centered Excellence

Leader Performance System

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Performance Measure Detail

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Measure Name:	Emergency Department Diversion
Measure Definition:	Number of Hours Emergency Department is on Diversion
Pillar:	Quality
Department:	Emergency Department
90th Percentile:	3.2 hours
50th Percentile:	172.91 hours
ROI:	Based on a 40K visit ED, the percentage of time on diversion equals lost revenue opportunity. 1%=$75K, 3%=$327K, 5%=$545K, 7%=$763K, 9%=$982K
Notes:	On Average, hospital EDs spend 3% of their time on diversion

Search, review and select possible annual goals from industry benchmarks and best practices.

For more information, contact Kim Bixler at kimb@bhclg.com or 850.469.2394.