



# National Physicians Services Organization Creates a Culture of Engagement

## Challenge

Understanding what engages Physicians & Allied Health Professionals and connecting them to organization culture.

## Solution

Measure engagement drivers using the TalentWatch® employee engagement system and create new initiatives to drive a cohesive culture.

## Result

Leaders who discussed their TalentWatch® results, and associated action plans, with their teams had, on average, 84% of their teams engaged versus just 63% for leaders who did not.

Envision Physician Services, a national physician group with over 20,000 employees operates as a business group within Envision Healthcare. Envision Physician Services has contracts with hospitals all over the country, creating the relationship between healthcare providers and physician groups with services in a variety of specialties. With operating margins in the single digit percentages it's clear how increased engagement of physicians and allied healthcare professionals is so important.

It was important for the physicians to feel like they had great leadership from the more remote leaders at the corporate level. The TalentWatch survey showed they didn't feel as connected the corporate side and related more directly to where and whom they went to work with every day than they did with the organization that supported them from the top down. The leadership team determined it was a market advantage to be able to find, promote, and engage leaders who not only excel in their medical role but also can manage staff, financial success of the practice and the relationship with the hospital or clinic site. Envision created a successful "Emerging Leaders Program", an 18 month management development program. So successful, in fact, they have created similar programs for clinical leaders, allied health leaders, and administrative and executive staff.

## Team Engagement rose by



## Our Solution:

TalentWatch®

Get strong results to improve employee engagement and retention with TalentKeepers' solutions.

Contact TalentKeepers to Learn More  
solutions@talentkeepers.com 407-660-6041 EXT 124

