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Contact: Paul Meskanick
(724) 898-7855

Vangent White Paper Details 10 Human Capital Imperatives for Progressive Healthcare Providers

Chicago, IL, April 30, 2009 – As the healthcare industry seeks to reinvent itself and provide greater value and better patient outcomes, one of the most critical variables in achieving this is the proper alignment of the organization’s human capital, according to a new white paper from Vangent.

[Value-Based Competition in Healthcare: 10 Human Capital Imperatives to Improve Quality and Reduce Costs](#) profiles ten high-value, talent-based drivers that can help healthcare organizations improve their competitive advantage.

Healthcare business strategists and government agencies alike have drawn a troubling conclusion that while healthcare costs continue to escalate, quality problems persist and, in fact, may be on the rise. Strategists see this problem rooted in a lack of healthy competition. While many factors contribute to a healthcare organization’s competitive positioning, human capital is arguably the farthest reaching, highest impact, component.

This white paper looks at key competitive drivers such as operations, regulatory compliance, patient safety, organizational growth, patient experience, and payer satisfaction, and the role that healthcare employees and administrators play in affecting these variables. The ten Healthcare Human Capital Imperatives are broken into two categories as follows:

| Personnel Selection Strategies: | Organizational Development Strategies |
|--|--|
| 1. Healthcare Employer Branding | 6. Building High-Performing Teams |
| 2. Workforce Planning & Sourcing | 7. Job Satisfaction & Stress Audits |
| 3. Efficient Talent Acquisition System | 8. Behavioral Risk Management & Security |
| 4. Quality Recruitment & Hiring | 9. Workforce Retention Programs |
| 5. Selecting High-Performing Leaders | 10. Coaching High Potential Personnel |

“As payer organizations institute more pay-for-performance programs, and healthcare consumers demand higher quality and better care, healthcare providers must ensure that they are poised to deliver in this new paradigm,” says Dr. John Jones, Vangent’s Vice President and Chief Scientist. “The good news is this high quality / low cost value proposition can be directly and significantly impacted by optimizing the human capital assets of the healthcare organization.”

[Click here](#) to download a complimentary copy of this white paper.

About Vangent, Inc.

With over 7,000 employees worldwide, Vangent, Inc. is a leading global provider of consulting, systems integration, human capital management, and business process outsourcing services to the U.S. federal and international governments, higher education institutions, and corporations. Through Vangent’s human capital products and services, thousands of clients have successfully improved their workforce acquisition, development, and advancement. From industry-leading selection and hiring solutions, to best-of-breed learning, organizational development, and talent management solutions, Vangent helps clients achieve the greatest return from their human capital. For more information, please visit www.vangent-hcm.com.