



Healthcare Employee Productivity Report

with Service Relations

The Healthcare Employee Productivity Report (EPR) helps identify job applicants who are most likely to become productive healthcare workers. The Service Relations component evaluates attitudes and behaviors closely associated with high levels of service to patients and co-workers.

In a case study performed at a leading Midwestern healthcare provider, over 93% of employees recommended by the Healthcare EPR assessment received satisfactory overall job performance evaluations.

Dimensions of Measurement

Conscientiousness: Effectively handling details, being well organized, not giving up when solving difficult problems, avoiding procrastination.

Reliability: Being trusted by others, observing organizational rules.

Punctuality: Being on time for work, meeting deadlines.

Responsibility: Respecting authority, having a low tolerance for errors, not finding enjoyment in “beating the system.”

Consistency: Maintenance of performance and attitude.

Valuing of interpersonal relationships: Enjoyment from working with others, including patients and co-workers.

Self-restraint: Exercising discretion and maintaining self-control when dealing with difficult situations.

Enjoyment of helping others: The satisfaction of assisting patients and/or co-workers, which creates a desire to continue to assist others.

Optimism: Expecting positive outcomes or focusing on the most positive aspects of a situation.

Benefits of the Healthcare EPR with Service Relations

- Identify candidates most likely to be productive on the job
- Select conscientious candidates who are organized, focused, and detail-oriented
- Improve the satisfaction of patients and co-workers
- Hire employees with the discretion and optimism to handle difficult situations
- Select trustworthy and reliable employees that follow organization policies and regulations

Administration & Scoring

- Internet
- Interactive Voice Response (IVR)
- Paper & Pencil administration with fax-in scoring

Incorporating the Healthcare Employee Productivity Report into your selection program can help you improve the quality of your employment decisions, while minimizing the costs of hiring, turnover, and counter-productivity.

Number of Items: 110

Duration: 40 Minutes