

The Atticus Way: A Healthcare Model of Service

Transform your organization with our Six Core Tenets of a Service Culture

1. CEO *Unique Success Profile*® and Vision
2. Transformational Leadership Development
3. Talent Management/Employee Engagement
4. Focus on Outcomes
5. Branding, Marketing and Communication
6. Customer Love

Expect significant improvement in ALL of the following performance indicators

Customer Outcomes

Exceptional Patient Safety and
Quality of Care
Integration of Care
Unforgettable Customer Experience
Five Star Google/Yelp Reviews
Personal Connection with Staff

Business Outcomes

Profitability
Market Share and Patient Volume
Value Based Purchasing Success
Margin, EBITA, and Net
Revenue per Adjusted Admission
Philanthropy
Temporary Staffing



Engagement Outcomes

Employee Satisfaction
Productivity and Performance
Employer of Choice
Retention and Turnover
Physician Satisfaction
Quality of Hire

Leadership Outcomes

Mastery of Leadership Competencies
Mid-Level Bench Strength
Succession and Career Planning
Retirement Vulnerability
Transparency and Communication
Performance Improvement
Innovation and Intelligent Risk Taking

Ready for the first step? Contact us today to schedule a comprehensive assessment, including detailed and prioritized recommendations*

Harness the Economic Power of Service



Questions? Ready to schedule your assessment?

Call 951.653.7699 or
mail@theatticugroup.com

*Average Cost \$12K

www.theatticugroup.com