
EMPLOYEE SATISFACTION RESULTS

TO: CAPABILITY HEALTHCARE EMPLOYEES
FROM: DANIEL BIGBEE
SUBJECT: Q3 EMPLOYEE SURVEY RESULTS
DATE: 10/19/2009

Over the past month, Capability Healthcare has been reviewing the data obtained from our Q3 employee satisfaction survey. This feedback has enabled us to measure our level of service to you as a valued employee. Although our results were overwhelmingly positive, they also highlighted a number of areas of improvement. As a part of our Quality Improvement Focus, we are committed to immediate action to increase your level of satisfaction with Capability Healthcare. The specific key areas of improvement and action items are as follows:

1. Clearly defined policies & procedures

Action Items – revise Policy & Procedures/Employee Handbook, distribute to all active/prospective employees, publish on Capability Healthcare Website, and communicate with all employees to ensure that all policies & procedures are clearly defined.

2. On-boarding process (Documentation/Testing/Screening) & new hire orientation

Action Items – revamped on-boarding process to streamline required paperwork, hired a new employee to execute human resource coordination.

3. Involvement in career development

Action Items – improve our continuing education offering (Medcom Trainex), reviewed and reinforced the Capability Healthcare Performance Assessment Process, and enlisted a steering committee to implement a career development program for all non-clinical employees.

Capability Healthcare will continue to measure your level of satisfaction and improve the level of service provided to you as an employee. Our Quality Improvement updates are always available on www.capabilityhealthcare.com. If you have any specific feedback or suggestions regarding our service level, please contact the office at 425-679-5779 or email feedback@capabilityhealthcare.com. Your input is what will make Capability Healthcare an employer of choice.

Sincerely,



Daniel Bigbee

President – Capability Healthcare