



Harness the Power of Prediction

How people data can help your healthcare organization improve patient outcomes

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Healthcare service delivery systems must face the challenges of increased regulatory pressures, rising costs, and increasing patient expectations. The ability to successfully navigate those challenges depends on skilled leadership.

CCL Fusion enables healthcare executives to confidently focus their leadership development investments on the skills most relevant to achieving critical healthcare business metrics. Using predictive modeling, CCL Fusion identifies which skills matter most to improving patient service delivery metrics, staff turnover, and patient outcomes.

Make It Matter

Healthcare is a multifaceted industry, with numerous forces driving shifts in how talent is managed to produce desired results. Talent gaps, recruitment, engagement, and retention challenges are compounded by the complexities of delivering healthcare across a complex and often fragmented ecosystem.

- In the face of this complexity, how can you make certain you make the right people investments to improve the patient experience, reduce hospital readmission rates, or optimize patient outcomes?
- What steps do you need to take to develop and retain current and future-focused healthcare leaders who can navigate hurdles and take advantage of emerging opportunities to bring your strategy to life?
- And how do you equip leaders to serve effectively within your organization's own unique model of care delivery?

Accurate, relevant, and actionable data can help you pinpoint the precise steps you need to take.

Healthcare executives rank “harnessing data and analytics” as their top opportunity.

HealthCare Executive Group, 2018

Connect the Dots

CCL Fusion connects your talent, culture and employee experience data to key healthcare system business metrics. We help you focus your leadership investments by:

1

Identifying the leader actions that matter most to your critical healthcare metrics.

2

Predicting the impact of improving those prioritized actions.

3

Prioritizing where to invest time, energy and resources for maximum impact.

CCL Fusion arms you with the right insights make smarter decisions and to get more out of your leadership development investments.

A 2017 Harvard Business Review survey of executives, 15% said they use “predictive analysis based on HR data and data from other sources within or outside the organization”. But that number is expected to jump to 48% in the next two years.

CCL Fusion In Action

See how one organization harnessed CCL Fusion to improve value-based purchasing.

The Healthcare Organization

A large interdisciplinary healthcare organization with over 8,500 beds, 10,000 physicians, and 1.5 million acute patient care days used CCL Fusion to shape its leadership development program.

84% of the business leaders and HR executives surveyed in Deloitte's 2018 Global Human Capital Trends study cited people analytics as important or very important

The Challenge

- Low employee engagement and below-target value-based purchasing (VBP) outcomes
- Need to identify leader behaviors and practices that exert a measurable impact on employee engagement and VBPs

The Solution

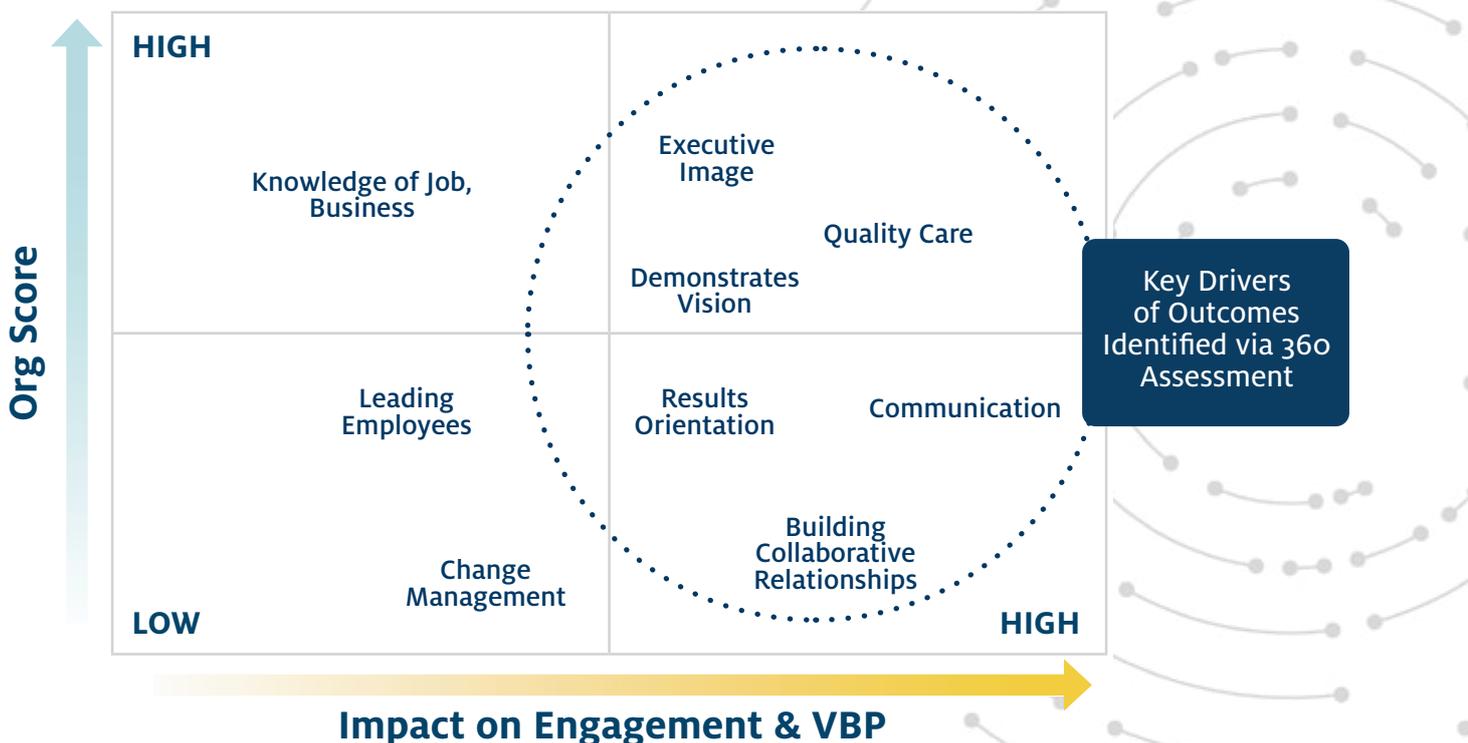
- Used CCL Fusion to uncover connections between leader behavior, employee experience, workplace culture, and VBP targets
- Heat map identified six areas for leadership development focus (see heat map)
- Launched new data-driven development initiatives and processes to target leverage points

Outcomes

- 6 prioritized behaviors and practices
- 4% improvement in employee engagement
- 8.5% improvement in VBP
- \$4.22M in VBP reimbursement

Heat Map:

Which Leadership Behaviors and Practices Impact Critical Business Outcomes?



THE CCL ADVANTAGE

At CCL, leadership is what we do. Armed with 5 decades of experience working with leaders from organizations around the world—including more than 34,000 executives, managers, and professionals working in health and healthcare—we have a deep understanding of the working realities of healthcare organizations and their specific leadership needs. CCL Fusion can identify which of those leadership needs will make the biggest impact in helping you achieve your long-term goals. Together, we'll create a blueprint for your customized leadership development solutions. Our programs for organizational and leadership development:

- Impact over 500,000 leaders in 160 countries
- Rank among the world's top providers of executive education
- Utilize category-defining behavioral science and data-driven solutions
- Drive measurable and sustainable results

CCL transforms the leaders who transform their healthcare organizations, delivering results that matter.

For more information, visit ccl.org/fusion or call +1 336 545 2810.

