

Media Contact:
Scott Fuhr, Director of Marketing
610-947-6300, ext. 1225



PRESS RELEASE
For Immediate Release

SkillSurvey Clients Among Hospitals with Strong HCAHPS Scores
Leading Hospitals with Documented Patient Satisfaction Invest in Hiring Technology

Wayne, PA - January 19, 2011 - [SkillSurvey@, Inc.](#) has announced that scores on the Hospital Consumer Assessment of Healthcare Providers and Systems ([HCAHPS](#)) survey for a sample of its 23 most-tenured hospital clients are above-average in measures of patient satisfaction.

In the sample of SkillSurvey clients, 75-percent received the highest possible score in the HCAHPS category of “Recommend to Friends and Family.” This is seven-percent higher than the national average, in a category that resonates strongly with prospective patients. SkillSurvey clients also rank above-average in “Nurse Communications,” “Responsiveness” and “Explaining Medications Clearly.”

SkillSurvey’s [Pre-Hire 360®](#) supports hiring decisions through an automated process that gathers and reports telling information on job candidates’ behaviors and competencies from their managers, peers, subordinates and business partners. It captures first-hand reviews from job candidates’ references on the very factors that are measured in the HCAHPS survey.

Surveys completed by SkillSurvey references contain approximately 20 questions regarding skills and behaviors that correlate with success in a particular position. Clients choose surveys from a library containing 56 healthcare job families covering clinical, administrative and service fields.

Throughout each section of the survey, SkillSurvey has synchronized the appropriate questions to correspond with measures taken in the HCAHPS survey. For instance, for the position of nurse, the SkillSurvey assessment asks: “Compared to others in the workplace, to what extent does the candidate *communicate* necessary and important information to physicians, supervisors, *patients* and co-workers?” Similarly, the HCAHPS survey asks: “During this hospital stay, how often did nurses *explain* things *in a way that you could understand*?”

“Hospitals increasingly want to hire based on a prospective employee’s proven ability to conform to, and deliver against, HCAHPS standards,” remarked Ray Bixler, president and chief executive officer of SkillSurvey. “With more patients researching the qualifications of healthcare providers and with the trend toward pay-for-performance, hospitals that understand the degree to which patient satisfaction is linked to service will do well. In this setting, where patient safety and community well-being are at stake, SkillSurvey can help healthcare organizations hire better people to achieve top-level HCAHPS scores.”

In addition to the use of surveys, clients are also able to access a group of “warm” candidates through SkillSurvey’s [Passive Candidate Compiler™](#). This sourcing database enables employers to efficiently build a network of prospects that can be tapped by recruiters for open positions, and consists of references themselves who have opted-in to receive notices of employment opportunities.

SkillSurvey’s subscriber base includes more than 300 hospitals, including Penn Medicine, Cedars-Sinai and Southwest Washington Medical Center. The company recently increased the number of its Pre-Hire 360® assessments that are specific to healthcare by 175-percent.

For more information, contact Scott Fuhr, director of marketing, at sfuhr@skillsurvey.com, or at 610-947-6300, ext. 1225.

About SkillSurvey® , Inc.

SkillSurvey® is the inventor of Web 2.0 reference assessment solutions that improve recruiting efficiency and increase quality-of-hire. Its online programs allow recruiters and hiring managers to collect feedback from references on a

candidate's behaviors and work performance. The information, all gathered electronically, is used to make better hiring decisions. This patent-pending approach to reference assessments is based on over 30 years of research in job competency modeling. Visit SkillSurvey® at www.skillsurvey.com, on [Facebook](#) and on [Twitter](#).

###