



Helping Organizations Define and Develop Top Talent

What Attributes Are Needed To Be a Superstar in Healthcare Today

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It has always been a challenging task to find Top Talent for the Healthcare Industry but by using the information in this article, that task can become less of a challenge.

Well-Run Concepts uses a tool called the "Healthcare Attribute Index™" to help us match talent to jobs. Through our research, this is what we have found is needed for superior success in the healthcare industry today.

The Critical Attributes are as follows:

BALANCED DECISION MAKING: The ability to be objective and to evaluate fairly the different aspects of a situation is very important. How well does Jane make ethical decisions that take into account all aspects and components involved?

EMPATHETIC OUTLOOK: What is Jane's present capacity to perceive and understand the feelings and attitudes of others or to place herself in the shoes of another?

FREEDOM FROM PREJUDICES: How well can Jane readily prevent prejudices from entering into and affecting an interpersonal relationship?

MEETING STANDARDS: How clearly is Jane able to see and understand the basic requirements established for a job and how committed will she then tend to be in meeting them?

RESPECT FOR POLICIES: To what extent does Jane appreciate the value of conducting business affairs according to the intent of company policies and standards?

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SENSE OF MISSION: How motivated is Jane by a sense of giving herself to a higher cause or mission?

Next we have identified six key areas:

1. EMOTIONAL CONFLICT AND DISTURBANCES

Will Jane diffuse a conflict, or will she fuel it? This measures Jane's ability to resolve emotionally charged problems or situations that involve patients.

COMPONENT ANALYSIS FOR: Jane Doe

EMOTIONAL CONTROL: To what extent does Jane tend to maintain a rational and objective demeanor when faced with a stressful or emotional situation? Will she usually act objectively, rather than impulsively and emotionally?

HANDLING STRESS: What is Jane's ability to balance and defuse inner tensions and stress? Such tensions, if allowed to build up, might interfere with her ability to perform up to her potential.

INTEGRATIVE ABILITY: Currently, what is Jane's capability for identifying the elements of a problem situation, understanding which components are critical, and then deciding what to do?

SELF ESTEEM: How does Jane value her own self worth?

SENSITIVITY TOWARD OTHERS: Is Jane objective about being sensitive to others' cares and concerns?

USING COMMON SENSE: What is Jane's ability to focus on practical thinking, to see the world clearly and to make common sense decisions?

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2. HEALTHCARE TEAM ORIENTATION

How well does Jane work in a team environment? This measures Jane's understanding of others, her desire to be part of a team, and her overall ability to partner closely with others to achieve the best care for patients.

ATTITUDE TOWARD OTHERS: To what extent does Jane tend to maintain a positive, open and objective attitude toward others?

PERSONAL RELATIONSHIPS: How motivated is Jane by a desire to create close personal relationships with others?

INTERNAL SELF CONTROL: What is Jane's tendency to remain calm and cool under pressure? Whereas "Emotional Control" relates to Jane's external actions when stressed, this capacity is an assessment of her ability to remain calm inside.

SENSE OF BELONGING: How motivated is Jane by feeling a sense of belonging to a social group?

SENSE OF TIMING: How good is Jane at evaluating a situation in such a way that statements, decisions, and actions are the most effective, accurate, and timely?

3. INDEPENDENT WORK ETHIC

Is Jane an effective manager of herself? This measures how effectively Jane manages her responsibilities without high levels of direct supervision.

BALANCED DECISION MAKING: The ability to be objective and to evaluate fairly the different aspects of a situation is very important. How well does Jane make ethical decisions that take into account all aspects and components involved?

PERSONAL COMMITMENT: To what degree does Jane usually stay focused and committed to a task? Does this motivation come from within or does she require more external motivation or supervision?

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ROLE AWARENESS: Is Jane clear as to exactly what her current role is?

SELF DIRECTION: How clearly does Jane see the path she must take to achieve her goals?

SELF DISCIPLINE AND SENSE OF DUTY: How strongly does Jane feel the need to be consistent and true to herself in her actions? Can she rule her own conduct and remain true to her ideals?

SELF ESTEEM: How does Jane value her own self worth?

4. MEETING STANDARDS

What work attitude does Jane bring to the care of her patients? This measures Jane's drive to meet standards of care set by either herself, the hospital or other regulatory bodies.

ATTITUDE TOWARD HONESTY: Is Jane open to being honest even when it involves reporting her own lack of results or the dishonesty of others?

CONSISTENCY AND RELIABILITY: How strong is Jane's internal need to be conscientious in her personal or professional efforts, to be both consistent and reliable in her life roles?

JOB ETHIC: How strong is Jane's personal commitment to the execution of a specific task?

MEETING STANDARDS: How clearly is Jane able to see and understand the basic requirements established for a job and how committed will she then tend to be in meeting them?

PERSONAL ACCOUNTABILITY: How likely is Jane to be responsible for the consequences of her own decisions and actions and not shift the focus or blame for poor performance to somewhere else or on others?

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RESPECT FOR POLICIES: To what extent does Jane appreciate the value of conducting business affairs according to the intent of company policies and standards?

5. PATIENT CARE ORIENTATION

What is Jane's orientation to her patient's care? This measures those factors which directly affect Jane's ability to provide effective, professional-level patient care.

ATTENTION TO DETAIL: At this time how capable is Jane of seeing and paying attention to details? Does she tend to be thorough in assessing the finest components of a task?

PROACTIVE THINKING: At this time what is Jane's capability for accurately making predictive decisions? Does she factor future indications into her present actions, or does she tend to be more reactive, waiting until such time as all the information is actually at hand?

PROJECT AND GOAL FOCUS: How well does Jane tend to stay on target regardless of circumstances, or does she easily become distracted, losing focus on the task at hand?

QUALITY ORIENTATION: What is Jane's affinity for seeing details, grading them against a preset standard (either her own or one externally assigned) and identifying flaws?

RESULTS ORIENTATION: What is Jane's ability to identify the actions necessary to complete tasks and to obtain results?

6. PATIENT RELATIONS

How well does Jane communicate with patients? This measure Jane's ability to listen to, and respond to, the patient in an objective, empathetic and professional manner.

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EMPATHETIC OUTLOOK: What is Jane's present capacity to perceive and understand the feelings and attitudes of others or to place herself in the shoes of another?

EVALUATING WHAT IS SAID: How open is Jane toward other people and how willing is she to hear what others are saying, rather than what she thinks they should say or they are going to say?

HUMAN AWARENESS: At this time, is Jane sufficiently capable of being conscious of the feelings and opinions of others? Does she see the unique individual value of other people instead of just seeing their organizational role or value?

RELATING TO OTHERS: How well does Jane gain personal insight into others, and how effectively does she coordinate that information and knowledge of others into productive interactions?

SENSE OF TIMING: How good is Jane at evaluating a situation in such a way that statements, decisions, and actions are the most effective, accurate, and timely?

I hope you use this information in selecting Top Talent in your healthcare facility. If you are looking to develop your own skills to be more marketable, work on increasing your effectiveness in the key attributes mentioned in this article: Emotional, conflict and disturbances; healthcare team orientation; independent work ethic; meeting standards; patient care orientation; and patient relations.

Wishing you the best on your career search and for a prosperous New Year.

For more information about the PTSI go to www.Well-Run.com or call us at 877-566-2900.

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