

# 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](mailto:mail@theatticugroup.com)

\*Average Cost \$12K

[www.theatticugroup.com](http://www.theatticugroup.com)