

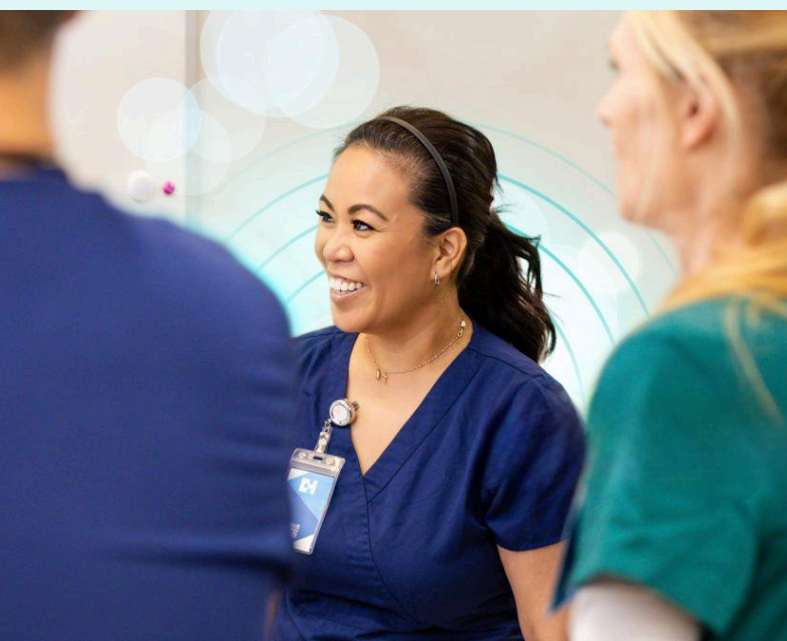
Elevate Team Performance and Health Service Quality.

Health Teams is the only valid and reliable Team Capability and Culture Assessment, designed specifically for teams in the **health industry**.

Why use Health Teams?

Health Teams highlights each teams strengths and areas for improvement, helping organisations use data to improve performance, culture, and health service outcomes by focusing on the most important gaps.

- ✓ Gather and act on staff feedback = **staff retention**
- ✓ Focus on the biggest opportunities = **return on investment**
- ✓ NPS (net promotor score) = **improve the brand**
- ✓ Customer feedback = **meet requirement of NSQHS standards**



What does it measure?

- Health Care Capability
- Employee Engagement
- Customer Satisfaction
- Organisational Culture
- Psychological Safety
- NPS (net promotor score)

Health Teams gathers feedback from team members, team leaders and customers against the above elements.

Health capability assesses 5 areas that are important for leaders in the health sector to be high performing in; **Caring for Self, Caring for Teams, Achieves Outcomes, Shapes Systems, Drives Innovation.**



What do organisations receive?

- Report per team that includes both qualitative and quantitative data with key insights into opportunities for improvement
- Organisational report with executive summary
- Opportunity for benchmarking teams against other teams in the health care sector



How it works

The 78-question survey takes about 15 minutes, is confidential, anonymous and can be done online or on paper. Team members, leaders, and consumers all give feedback on team performance and care quality. **Projects run for 6 weeks**, from setup to reporting, debriefing and action planning.

Organisations are fully supported by an accredited practitioner of their choice or you can accredit your own people.