

What If...

...managing your employees was easier?

...you had a process to ensure effective hiring practices?

...your health insurance & other benefits costs decreased?

...you had a solution for ALL of your human resource questions & needs?

What if...

you partnered with *NOVIDEA Healthcare.*

NOVIDEA Healthcare provides assistance in managing the people side of your business. Healthcare businesses contract with us to handle temporary and permanent staffing, payroll, benefits sponsorship, employment policy communication and a host of other employment related services. This allows more time and energy to be focused on patient care, which in turn enhances the success of your practice.

RECRUITING

Temporary Staffing
Permanent Staffing
"The Top 5" Program

RETENTION

"Benefits Plus" Program /
PEO Services

**MANAGEMENT
SUPPORT**

Human Resource Services
"HR Plus" Program
MATRIX Seminars

NOVIDEA Healthcare

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www.NovideaHealthcare.com

ATTRACT & HIRE THE RIGHT TEAM

Temporary & Permanent Staffing Services

“The Top 5” Program

- ❖ How do you **ATTRACT** top talent? How do you **RECRUIT** employees?
- ❖ What **QUALIFICATION PROCESS** do you utilize in the recruiting process to ensure *Effective Hiring Practices?* (i.e. behavioral interview, competency testing, reference check, background & drug screen, etc.)

NOVIDEA Healthcare's Interview & Testing Center

Only those medical & dental support staff who have completed the following **Employee Qualification Process** are considered:

- ◆ Personal Interview with *NOVIDEA Healthcare's* Human Resource Consultant
 - An in-depth interview is conducted to assess their personal attributes.
- ◆ Clinical/Clerical Competency Testing Program
 - Each potential employee is tested to determine the competency of their skills at both the clinical and/or clerical levels of performance
- ◆ Completion of Skills Inventory
- ◆ OSHA and *NOVIDEA Healthcare* Orientation
- ◆ Minimum of 3 Professional Reference Checks
- ◆ Criminal Background Check/Drug Screen (upon request by Client)
- ◆ Verification of Training/Education and Licensures

TEMPORARY & PERMANENT STAFFING

- ◆ Immediate access to clinical and clerical support staff is provided for temporary, temp-to-perm and direct hire positions.
- ◆ Management of all costs of labor is included: Payroll, Employee & Employer Payroll Taxes, Workers' Compensation, Unemployment, Data Processing and Year-end W-2's.
- ◆ Medical Malpractice Insurance on all clinical and clerical employees is also provided at no additional cost.
- ◆ Utilizing *NOVIDEA Healthcare* also eliminates the exposure to unemployment and workers' compensation during a customary probation period of 90 days.
- ◆ Feedback is requested not only on the performance of job duties but also on personal attributes, such as their relationship with other staff members and initiative. Should an area of improvement be identified, *NOVIDEA's* HR Consultant will address the situation with the employee and determine a recommended plan of action.

“THE TOP 5” PROGRAM

- ◆ **STEP 1:** You place an advertisement for your staffing need in the newspaper of your choice.
- ◆ **STEP 2:** We take all of the ad responses and qualify the resumes based upon the position requirements (qualifications, experience, longevity at previous practices, clinical/clerical skills, and general character attributes).
- ◆ **STEP 3:** We narrow those responses down to THE TOP FIVE candidates, which are then put through *NOVIDEA Healthcare's* standard qualification process.
- ◆ **STEP 4:** A profile of each candidate is provided to you, which analyzes their clinical/clerical skills and general character attributes. We then rank who we believe would be the most successful candidate based on organizational fit for your office.
- ◆ **STEP 5:** You hire the best candidate from your ad response!

BENEFIT: **TIME Savings and INDEPTH ANALYSIS of Candidates.**

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RETAIN THE RIGHT TEAM

“Benefits Plus” Program/ PEO SERVICES

A major aspect of becoming and remaining competitive is to not only attract but also retain good team members. What ***Retention Strategies*** are utilized to retain your top talent?

- ❖ Is a Comprehensive Compensation Package offered, including:
 - ◆ Competitive Hourly Pay Rate or Salary.
 - ◆ Insurance benefits, including health, dental, vision, life and short-term/long-term disability.
 - Are your rates affordable?
 - ◆ Pension Plan — is there a company contribution?
 - ◆ Paid-Time Off for Holidays, Vacations & Sick.
- ❖ Is there an opportunity for career advancement and continuing education?
- ❖ Is there a Performance Review Evaluation System in place to assist in setting performance objectives and job responsibilities and then evaluating the progress and proficiency of the team member?
- ❖ Do you properly communicate policies and procedures and answer questions and respond to team member needs?

***“BENEFITS PLUS”* PROGRAM / PEO SERVICES**

This program provides assistance in managing the people side of your business, allowing more time and energy to be focused on patient care, which in turn enhances the success of your practice.

Your practice controls the employee’s work activities and will direct them in their daily responsibilities. *NOVIDEA Healthcare* is responsible for:

- ◆ paying them
- ◆ supplying them with benefits - such as health, dental, vision, life, disability & 401(k)
- ◆ affording them protections like workers compensation
- ◆ providing them with guidance on employment policies and procedures
- ◆ assisting employees in problem resolution related to employment practices

Partnering with *NOVIDEA Healthcare* through our *“Benefits Plus”* Program provides the practice the opportunity to:

- ◆ Offer an Enhanced Compensation Package via reduced health insurance and other benefit costs due to *NOVIDEA’s* purchasing power and group rating.
- ◆ Provide a Human Resource infrastructure designed to retain top team members.
- ◆ Reduce the administrative burdens and challenges associated with employing the support staff and realize efficiency and expertise in managing many of the aspects of employment. The time that the practice manager would normally spend on employee administrative issues can now be focused on managing the practice.

The result is two-fold: more time for you and your employees to focus on patient care, and an increase in attention to the human resource administration function. In addition, by having and managing a larger workforce, *NOVIDEA Healthcare* is able to provide you with a comprehensive benefits package, and many other advantages smaller business can’t administer or afford. Everyone wins!

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MANAGE THE TEAM

Human Resource Services

“HR Plus” Program

MATRIX Seminars

One of your most important assets is your team members. Knowing the strengths and weaknesses of the practice and applying the collective and individual skills of its team members to maximize the rate of return is the main focus.

- ❖ Are the strengths of the team consistent with the needs of the practice to accomplish its goals and objectives?
- ❖ Reflecting upon the weaknesses of the team, what can be done to improve the team’s ability to reach the stated goals and objectives?
 - ◆ Performance Reviews
 - ◆ Performance Improvement Plans
 - ◆ Coaching, Counseling, Progressive Discipline
 - ◆ Termination of the Weakest Team Member

Does all of the employee administration infringe upon patient care?

NOVIDEA Healthcare provides access to the following **Human Resource management tools** to assist the Doctor/Manager in managing the team.

- ◆ Employee Handbook
- ◆ Job Descriptions
- ◆ Job Performance Review Evaluation System
- ◆ Consultation on Leave Policies
- ◆ Consultation on Workplace Conduct Policies
- ◆ Support on Employment Issues and Regulations
- ◆ Review and Update of Employee Management Procedures
- ◆ Competency Testing Services
- ◆ Outplacement Services
- ◆ Regional Salary and Wage Analysis

The above HR management tools can be provided on an individual basis or as package under the

“HR Plus” Program

The ***“HR Plus” Program*** is designed to provide a Human Resource infrastructure and to help facilitate the effective communication of expectations to ensure that the doctor(s) and employees are working toward common goals and objectives.

In addition, the ***“HR Plus” Program*** provides the practice with guidance on employment policies and procedures and assists both the doctor/manager and the employees in problem resolution related to employment practices.

The result is more time for you and your employees to focus on your business, and an increase in attention to the human resource administration function.

MATRIX SEMINARS

Educational seminars are provided to enhance the skills of office personnel to maintain proficiency in the performance of medical/dental office duties. Seminars include **Office Manager Skills Training, Employment 2012 – HR Strategies, and “TEAM BUILDING”**.

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