



Measurable results through improved organizational development

Philips Healthcare Consulting

Change management is more than a communication plan and targeted clinical training, it is leading and managing the entire spectrum of change in a way that demonstrates measurable results. However, a vision and good intentions alone are not enough. For successful acceptance and implementation, you need tools and techniques to integrate and coordinate changes that impact the organization. Philips Healthcare Consulting recognizes the critical “people” element of any successful change process and has the methods and experience to help individuals maximize their full potential within your organization.

Key advantages

- Organizational measurement and assessment programs
- Staff engagement, development, and retention strategies
- Initiatives for information sharing among individuals and business

PHILIPS
sense and simplicity

A comprehensive approach to organizational development

Change management assessment and strategies

Knowing what to do differently is not enough to permanently change a process. You must directly address staff members' feelings about the change and help them work through it. Ineffective behaviors and policies are often embedded into the organizational routine, creating a stubborn mindset that can be difficult to overcome. Our consultants help you understand, anticipate, and address potential resistance to change, speeding acceptance of the new process.

Managing change also involves anticipating a change's effects on technology, policies, processes, skills, and culture that people are comfortable with today. Our consultants are experienced with change in complex healthcare environments. Armed with a diverse set of skills, knowledge, and practical experience, we help you apply appropriate techniques to drive successful organizational change.

Engagement, development, and retention strategies

Doing "more with less" is the new standard. Comprehensive talent management is crucial in an uncertain economy. We understand there is greater emphasis on increased productivity by engaging, developing, deploying, promoting, and retaining your current employees.

Staff engagement reflects the extent to which employees are willing to commit to the organization and how long they stay as a result of that commitment. Engagement is a leading indicator of both potential productivity and retention. We can help you identify competencies and strategies to assess, engage, and retain those employees who already make a significant contribution to your business, and who have the potential to develop further.

Strategies for information sharing among individuals and business groups

The industry is facing a looming shortage of healthcare professionals. As a result, training for new employees and retention of intellectual capital is more important than ever for continued success. A comprehensive approach to knowledge management is vital.

All too often knowledge management initiatives fall short. Many focus almost entirely on changes in tools and technologies (such as Intranets and SharePoint® sites) and then see little improvement in the ability to proliferate information. Knowledge management is complex and multifaceted; it must encompass:

- Infusing key information into systems and processes
- Applying incentives to motivate employees
- Sharing information about changing markets and environments

Effective knowledge management requires a combination of many organizational elements, technologies, human resource practices, organizational structure, and cultural insights to ensure accessibility and continuity of knowledge. We help you create a successful knowledge management system which builds critical capabilities, processes, and activities within your organization.

A partner for change

Your Philips Healthcare Consulting team will work closely with you to:

- Identify where improvements need to be made
- Determine how organizational effectiveness can help achieve your strategic objectives
- Detail the initiatives necessary to implement measurable, people-based performance change

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Learn more

Find out how the Philips Healthcare Consulting team can help your management team improve organizational performance. Please contact us at healthcare.consulting@philips.com.

Please visit www.philips.com/healthcareconsulting



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