

# PinPoint Solutions: Healthcare Services Practice Area

## Employee Engagement & Healthcare Services

Happy New Year! As you begin to think through your strategic plan for 2018, take time to reflect on the current state of your own organization. How engaged is your team? What do they think about management? About their peers? About their career path in your organization? How does your team compare to those in your competitors?

In January of 2017, our firm acquired Scarlett Surveys, an international employee engagement survey, training and consulting company. Scarlett Surveys is known for high-value employee engagement survey products, producing real information and predictive metrics that enable you to improve your business and provide a high return on survey investment. They have completed over 15 million engagement surveys throughout their tenure. [www.scarlettsurveys.com](http://www.scarlettsurveys.com)

The core of Scarlett's engagement survey is The AER Index™ - Associated Engagement Index. Composed of 15 engagement drivers, Scarlett effectively assesses employee attitudes toward these drivers allowing for easy development and implementation of improvement actions that increase engagement, build effective leadership, and increase employee economic contribution.

- 55 years in business
- 15 million employee engagement surveys completed
- Experienced in multiple industries including Healthcare Services, Manufacturing, Transportation, and Medicare Contracting—**Today, our customers in the Healthcare Services space, account for 1/3 of the survey work we do.**
- Industry benchmarks meticulously developed and maintained to ensure meaningful comparisons to today's global workforce
- Ability to benchmark results with past industry/functional areas to determine what the results really mean and drive true performance improvement
- Ability to map and predict engagement metrics with outside trends from other companies and industries
- Global survey capability—**Many Healthcare Service organizations were early adopters of remote employees. Our clients in this space, look to measure the engagement of those employees in the office verses those working remote.**
- Customizable questionnaire and process Scarlett goes beyond being a mere engagement survey. With customizable services, we provide high-value measurements focused on the employee experience. Scarlett helps organizations integrate survey measures with financial measures to predict and drive business outcomes and organizational performance.—**In the Healthcare Services space, our customers want to focus on Continuous Improvement and Database Decision Making. Numbers and metrics drive everything in the industry.**

As you start to think through the questions listed above, consider using an Employee Engagement Survey to learn more about what motivates your team. We would love the chance to benchmark your organization and help you to a path of success in 2018! For more information on Scarlett Surveys, please contact me at: [sara@pin-pointsolutions.com](mailto:sara@pin-pointsolutions.com).



Scarlett Employee Surveys  
lead. inspire. profit.

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## Expertise: Sara Kosmer

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**Sara Kosmer** Sara Kosmer started her career in recruiting with PinPoint Solutions nearly 10 years ago. After a year or two in Contingency, she moved to our retained division, Westport Intl ([www.westportintl.com](http://www.westportintl.com)), and founded our company's internal research department. She spent several years working in the background sourcing candidates for executive-level openings across the organization. Since then, she has moved back to PinPoint Solutions, bringing with her a search approach to contingency. Sara has her Bachelors from the University of Dayton.

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Sara is thrilled to lead our Healthcare Services Practice Area. She has worked across all functions of the organization from Supply Chain, Sales, HR, Operations, Quality, Marketing, CI/Lean, Accounting, and Finance. She brings a wealth of knowledge to the practice with years of sourcing top talent from hard to fill individual contributors to the Vice President-level.