

## ONBOARDPLUS+ | Physicians and Advanced Practice Providers

Confusing onboarding with orientation is a common - but costly - error that many healthcare organizations make.

### Broken Onboarding is Common and Costly

- The majority (88%) of organizations say they have an onboarding program, but only 33% have a formalized structure or committee.
- Organizations with one month of orientation report 66% higher turnover than those with one year of onboarding.
- Replacing a physician costs \$250,000 or more and can also leave a million-dollar hole in your revenue budget.

### Distill the "Best" of Best Practices

Our proven onboardPLUS+ methodology is an efficient and highly integrated process for onboarding physicians, nurse practitioners and physician assistants. Together, we accelerate productivity ramp-up, improve retention and deliver measurable return on investment.

- Streamlined processes for getting physicians and advanced practice providers productive quickly to drive revenue
- Year-long onboarding, navigation and engagement, including families
- Mentorship guided by physician leaders to reduce turnover risk
- Accountable reporting toward measurable growth and retention goals
- Cross-functional teams and committed leadership

Your team is guided by our experienced onboarding professionals, including a physician credentialed with a master's degree in healthcare administration and professional development certification.

Your program will be sustainable because, during our short-term engagement, we teach your team what it takes to make onboarding successful over the long term.

### Results We Have Achieved

- Cut credentialing time by two-thirds
- Accelerated ramp-up to full productivity by nine months
- Lowered turnover by 75%

Based on industry data for net revenue generated per physician on behalf of their affiliated hospitals, the contribution at full productivity equals \$1,448,458 annually.

While results can vary by organization, onboardPLUS+ can produce a return on investment exceeding \$1 million per physician per year through faster productivity combined with reduced vacancy rates and lower replacement costs.

Sources: American Medical Group Association and Cejka Search 2012 Physician Retention Survey; Merritt-Hawkins 2013 Physician Revenue Survey

For more information, please visit us online, call or email [info@tillerhewitt.com](mailto:info@tillerhewitt.com).

### RAMP UP TO ENGAGEMENT AND PRODUCTIVITY

Tiller-Hewitt's onboardPLUS+ program is designed to deliver **ten critical success factors** that support improved recruitment, faster practice ramp-up and higher retention.

1. Accelerate practice ramp-up to <90 days
2. Establish effective communication channels
3. Customize scalable program resources
4. Gain feedback from physicians
5. Form accountable teams
6. Build actionable checklists
7. Eliminate duplication
8. Implement physician mentorship
9. Report progress and remove barriers
10. Benchmark national best practices

## onboardPLUS+

POWERED BY TILLER-HEWITT HEALTHCARE STRATEGIES

