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## INTEGRATED HEALTHCARE STRATEGIES™

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FOR IMMEDIATE RELEASE

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### **Integrated Healthcare Strategies Launches Ground-breaking Hospital Volunteer Survey**

***Designed by the MSA HR Capital practice of IHStrategies and Volunteer, Human Resources, and Quality leaders from top performing healthcare systems, the new National Volunteer Engagement & Satisfaction Survey debuts as the first survey to benchmark national data on healthcare volunteers within hospitals and health systems.***

**MINNEAPOLIS, MN** – July 14, 2010 - Integrated Healthcare Strategies (IHStrategies), a healthcare human capital consulting firm with offices in Minneapolis and Kansas City, today announced the launch of its innovative National Volunteer Engagement & Satisfaction Survey exclusively for healthcare organizations. This unique new survey will provide a national benchmark for hospitals to measure their results against and improve through an often underestimated driver of patient care- the volunteer worker.

The resulting database built from the National Volunteer Engagement & Satisfaction Survey will provide a tool for volunteer leaders, allowing them to measure, trend, and improve on their volunteers' levels of alignment with goals for engagement, commitment, teamwork, satisfaction, and communication like their peer department leaders have had access to for decades.

The survey was designed by the MSA HR Capital practice of IHStrategies – a leading national human capital and employee relations consulting firm - along with Volunteer, Human Resources, and Quality leaders from three top performing healthcare systems - Bronson Healthcare Group, Lancaster General Health, and Kettering Health Network.

“At Kettering Health Network, we believe that volunteers are an integral part of the workforce that assists in transforming the patient care experience. The volunteer survey will give us a reliable nationwide benchmark, serving as a check point for improved quality, an enhanced workplace, and world-class care for our patients,” said Chief Human Resources Officer, Joan Swenson, MBA, SPHR of Kettering Health Network.

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Survey questions cover critical factors to measure engagement, teamwork, recognition, satisfaction, and commitment. Demographics benchmarked include age, education, length of service, frequency of volunteer service, and information relative to these demographics. MSA HR Capital will provide participating organizations with a National Volunteer Engagement & Satisfaction Survey Administration Manual to use as a supplemental guide throughout the survey process. The Administration Manual will provide additional planning assistance, advice and instruction for administering a successful survey, as well as to share ideas for promoting the survey in order to maximize participation.

Survey results will be available through the newly developed IHStrategies [KnowledgeNow](#) website - an online report distribution system built to offer survey participants a convenient platform for viewing and downloading survey reports.

For more information on the National Volunteer Engagement & Satisfaction Survey, registration, and informational webinars, [click here](#).

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### **About Integrated Healthcare Strategies**

*Integrated Healthcare Strategies provides not-for-profit healthcare organizations with direct access to a comprehensive array of healthcare-specific services, delivered by professionals from the industry who understand the rigors of running a healthcare organization – from the lunchroom to the Board Room. Its client list is a “who’s who” of healthcare organizations including over 1200 major healthcare providers, 1,800 hospitals, and 700 independent and affiliated medical groups. Integrated Healthcare Strategies specializes in the areas of physician strategy and compensation, employee compensation, executive compensation, human capital solutions, labor relations, leadership transition planning, executive search, employee surveys, performance management and board governance solutions.*

[www.ihstrategies.com](http://www.ihstrategies.com).



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