



SELECT for Health Care

Select for Health Care
helps identify care providers who:

Are Energetic And Productive

Have A Service Orientation Toward Patients

Are Compassionate

Remain Composed Under Pressure

Cooperate With Other Staff Members

Adapt To Change



SELECT for Health Care



IDENTIFY

superior care providers:

- ▶ Nurses
- ▶ Business Office Personnel
- ▶ Admitting Office Personnel
- ▶ Transporters
- ▶ Food Service Aides
- ▶ Building Service Personnel

MEASURES

key dimensions of the service personality:



Positive Service Attitude

Favorable view of customers and the service role

Energy Level

Active and productive

Frustration Tolerance

Emotionally optimistic and resilient

Accommodation to Others

Willing to meet the needs of other people

Acceptance of Diversity

Tolerates others different from self

Empathy

Shows understanding for the feelings and needs of others

Multi-Tasking

Enjoys handling multiple task simultaneously

Dependability

Consistently handles responsibilities

Integrity

Strong work ethic

The Survey is....

Simple to administer and score

Short (15 minute administration time)

Easy to customize and validate for your organization

Internet Ready for greater flexibility



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