WORKFORCE AND ENGAGEMENT SOLUTION
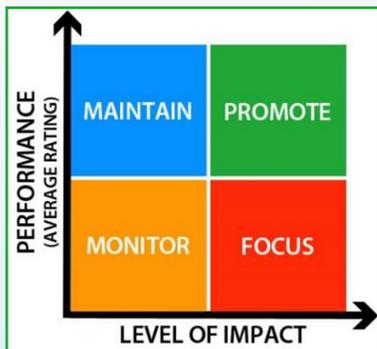
360 and 180 Assessments

Capture Multi-Rater Feedback to Quantify the Impact of Skills and Behaviors on Critical Business Outcomes

Multi-rater, business-focused 360 and 180 assessments are used by many organizations to provide health care leaders and caregivers with valuable feedback about their job performance from a variety of sources: managers, peers, and direct reports.

Strategic Management Decisions (SMD), a Press Ganey Solution, delivers multi-rater **360 and 180 Assessments and Analytics** that quantify the impact of leadership and caregiver skills and behaviors on the bottom line. SMD's platform and approach helps health care organizations redefine their 360 and 180 feedback efforts from a traditional leadership development tool to a more focused, results-based HR strategy aligned with your organization's competency model to drive critical business results such as reducing caregiver turnover and improving patient experience measures. All 360 and 180 analytics reports are calculated by the SMD platform which allow leaders to focus on the most critical competencies and behaviors.

The Key Differences Between 360 and 180 Assessments

In addition to 360 Assessments, a similar 180 Assessment process can be implemented to assess key work units or areas of individual contributors, including nurses and physicians. SMD's 180 feedback includes a manager assessment, self-assessment, and an optional peer assessment. This proven process and heatmap provides key individual contributors with developmental feedback at the same competency and behavior levels as the traditional 360 feedback process. As a result, organizations and individual caregivers can prioritize leadership and talent development based on the key drivers of critical business outcomes such as patient experience, safety, and clinical quality measures.

Heatmap Interpretation

Focus: Low Performing AND Key Driver
Monitor: Low Performing, Not Key Driver
Promote: High Performing AND Key Driver
Maintain: High Performing, Not Key Driver

Understanding the SMD 360 and 180 Assessment Process

1. **Define Competencies**

   • Review your organization's competency model and behaviors

   • Build a custom competency model if one does not exist (e.g., leader or nurse model)

   • Prioritize your competencies and behaviors

2. **Build Your Multi-Rater Assessment Survey**

   • Includes 360 and 180 Assessments, communications package, and training content

   • Provide pre-assessment launch training

3. **Launch and Administer 360 and 180 Assessments**

   • Deliver and launch an easy-to-use rater selection process

   • Administer 360 and 180 Assessments
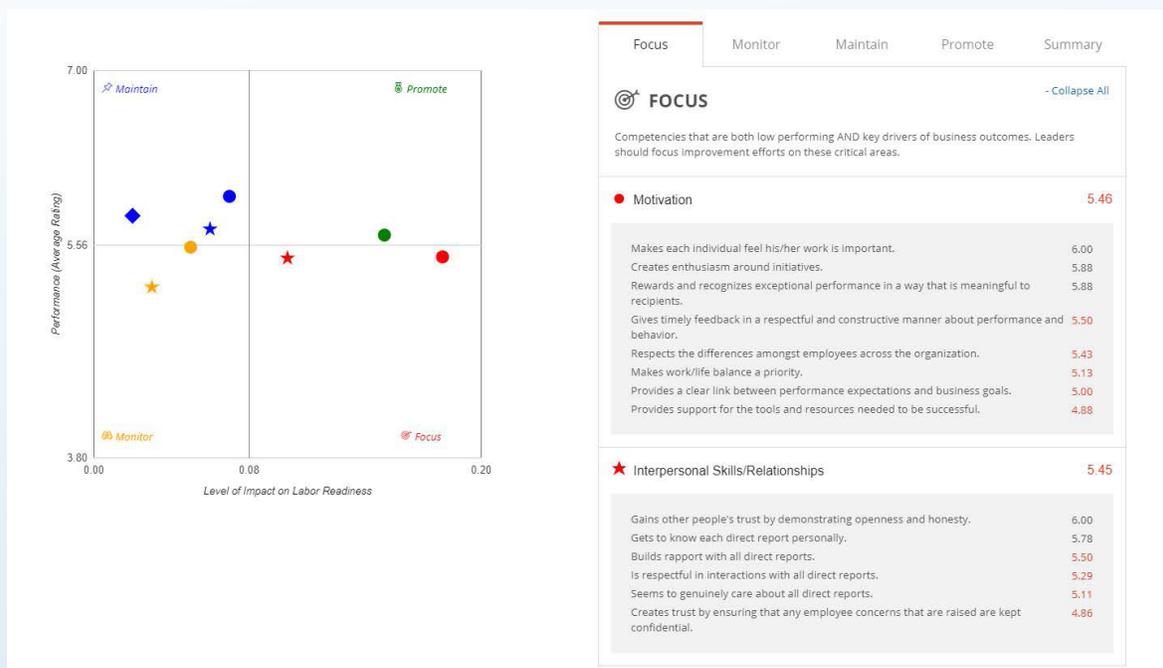
   • Send assessment completion reminders

4. **Deliver Feedback Reports and Action Plan**

   • Generate individual feedback reports and key drivers impacting critical business outcomes

   • Conduct 360 and 180 Assessment participant training

   • Prioritize development needs for each participant through SMD heatmap report

   • Provide development resources through the SMD platform's action planning tools, such as embedded links or Single Sign-On (SSO) integration with relevant courses within your organization's Learning Management System (LMS)

5. **Conduct and Present Advanced, System-Wide Analysis**

   • Use 360 and 180 Assessment advanced analytics to link competencies and behaviors directly to your organization's bottom line

   • Present a results-driven training needs assessment that includes system-wide recommendations

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Sample 360 and 180 Assessment Heatmap Report

Focus	Monitor	Maintain	Promote	Summary

🎯 FOCUS — Collapse All

Competencies that are both low performing AND key drivers of business outcomes. Leaders should focus improvement efforts on these critical areas.

● **Motivation** — 5.46

Makes each individual feel his/her work is important.	6.00
Creates enthusiasm around initiatives.	5.88
Rewards and recognizes exceptional performance in a way that is meaningful to recipients.	5.88
Gives timely feedback in a respectful and constructive manner about performance and behavior.	5.50
Respects the differences amongst employees across the organization.	5.43
Makes work/life balance a priority.	5.13
Provides a clear link between performance expectations and business goals.	5.00
Provides support for the tools and resources needed to be successful.	4.88

★ **Interpersonal Skills/Relationships** — 5.45

Gains other people's trust by demonstrating openness and honesty.	6.00
Gets to know each direct report personally.	5.78
Builds rapport with all direct reports.	5.50
Is respectful in interactions with all direct reports.	5.29
Seems to genuinely care about all direct reports.	5.11
Creates trust by ensuring that any employee concerns that are raised are kept confidential.	4.86

Prioritize development for each leader based on the competencies and behaviors with the greatest impact on business outcomes (e.g., patient experience, quality, etc.)

Use Your Results to Enhance Your Training and Development Initiatives

SMD predictive analytics experts analyze multi-rater 360 and 180 Assessment results at the organizational level to identify and prioritize the competencies that drive critical business outcomes throughout the organization such as patient experience measures, clinical quality outcomes, safety data, among other outcomes. These data-driven recommendations enable your organization to enhance and focus your talent training and development initiatives based on the individual behaviors that contribute to your organization's business outcome objectives.

Contact an SMD 360 and 180 Assessment Expert Today

Schedule a 360 and 180 Assessment overview today with one of our analytics experts. Call your Press Ganey Account Team or email info@pressganey.com.

About SMD, a Press Ganey Solution

SMD is a leading health care HR consulting and predictive analytics company. SMD's proprietary technology enables health systems to optimize talent acquisition and management efforts and key HR performance metrics that will make the most impact on key outcomes at the work-unit level. SMD infuses analytics-driven consulting with scientific expertise in industrial and organizational psychology, artificial intelligence, turnover reduction, continuous listening, competency modeling, and talent assessments.

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