



Clinical Outsourcing Services

**TEAM**Health®

# Your overall performance: Not only can we improve it, we can prove it.

*The biggest challenge facing hospitals today is financial performance, followed by healthcare reform, government mandates, safety and quality, physician relations, caring for the uninsured, patient satisfaction and personnel shortages. That's why hospitals are increasingly turning to clinical outsourcing, which lets them benefit from an experienced provider's large pool of resources, infrastructure and best practices while holding it accountable for results, allowing executives to focus their energy and resources on other strategic initiatives.*

## TeamHealth can help.

Our innovative programs and services have charted a new course for clinically responsive, fiscally-responsible patient care, virtually redefining management of emergency care, anesthesia delivery and hospital medicine.



## Developed nationally, delivered locally.

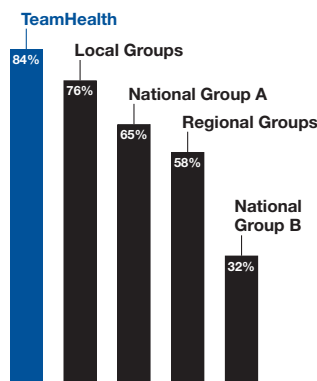
With more than three decades of clinical outsourcing excellence, TeamHealth has developed an unsurpassed national network of technology development and professional recruitment. Our efforts have generated efficiencies and economies of scale unmatched by national, regional or local level groups.

TeamHealth's vast resources—which have been utilized to enhance physician retention, leadership development, LEAN process improvement and customer service—have

empowered our teams to deliver a whole new level of clinically responsive patient care and fiscal responsibility resulting in:

- reduced length of stay and patient throughput
- appropriate utilization of ancillary services
- more efficient workflow resulting in more patients cared for without an increase in staff
- increased patient satisfaction and staff retention

And in many cases, the hospitals we serve report a stronger sense of teamwork and camaraderie among staff. We believe that patient care excels in an environment that values teamwork, so we work hard to form collaborative partnerships with our client hospitals, bringing together physician, nursing and business leaders to achieve common goals.



**CLIENT SATISFACTION\*\***

*\*Source: Stax, Inc.*

*\*\*A satisfaction measure that asks customers, "How satisfied are you, overall, with your current Emergency Department provider?"*

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**97%** Average annual client retention rate

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In fact, many of our original clients are still with us. But there isn't just one reason why we retain 97% of our clients; there are many. Our commitment to delivering results through teamwork and collaboration is just one of the reasons so many clients choose us for multiple services.



## Our solutions.

As the premier national provider of emergency medicine, anesthesia services and hospital medicine management services, TeamHealth helps our hospital clients achieve—and in many cases exceed—their clinical, operational and financial goals, such as improving patient satisfaction, managing resource utilization, reducing patient throughput times, and enhancing the overall efficiency and quality of patient care.



That's why we're so sure we can offer you significant advantages over your current structure, with a highly customized plan designed to address your specific challenges and goals, while maintaining our patient-centric approach.

## Physician focused.

TeamHealth was founded by physicians and continues to be managed by physicians. That's why there's no group of more dedicated professionals who better understand your challenges—and why our solutions meet the needs of both the hospitals we serve and the caregivers who work in them.

## Learn more today.

To find out how our commitment to exceptional patient care and financial support can bring more value to your emergency department, anesthesiology service and hospital medicine program, please call a TeamHealth representative today at 800.818.1498 or e-mail [business\\_development@teamhealth.com](mailto:business_development@teamhealth.com). Please also visit us on the web at [teamhealth.com](http://teamhealth.com).

## Our range of clinical services include:

### Emergency medicine

Our vast national resources, talent and technology have combined to help TeamHealth lead all other hospital-based emergency department providers in client satisfaction. Our passionate staff, responsive regional support and one of the industry's largest databases of best practices can help your emergency department reach new levels of efficiency, profitability and patient satisfaction with:

- medical directors who demonstrate superior clinical competence and leadership ability
- recruitment and retention of exceptional emergency physicians
- superior technology development and implementation
- billing and revenue cycle management to optimize reimbursement and maintain compliance

### Anesthesia

We are recognized as a premier provider of comprehensive anesthesiology and pain management services to hospitals. Our focus on three key areas has resulted in exceptional client satisfaction and retention rates:

1. We create valued solutions for our three primary customers—the hospital, the surgical staff and the patient.
2. We are relentless in our dedication to increasing the efficiency of the surgical suite.
3. We focus on increasing the surgical volumes as well as helping our clients develop new lines of services.

Rest assured that we can help transform your surgical suite into a center of excellence.

### Hospital medicine

Whether you're starting—or strengthening—your hospital medicine program, start with TeamHealth. Our hospitalists manage more than 240,000 admissions per year. TeamHealth's data-driven, experienced-based hospital medical programs help you achieve your clinical, operational and financial goals—the foundation of our clients' reputation growth and financial health.

# Here's What Our Clients are Saying:

*"What most impressed me about our association with TeamHealth is that they were truly a **partner**. TeamHealth is an outstanding organization with quality people who drive great results."*

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*"As volume increased, we wanted quality and service to do the same. TeamHealth stepped up to the plate and became our trusted **partner**, driving both short- and long-term success."*

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*"Through our partnership with TeamHealth, we were able to show our community that we are here to provide the best possible healthcare experience even in times of turmoil. It is with sincere gratitude that I thank you for being such an exemplary **partner** and for everything you do for our system."*

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*"I knew we selected the right **partner** for the job. With TeamHealth's expertise and our mutual commitment to excellence, our operational efficiency and the overall morale in the emergency department are the best they've been in years."*

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*"We have a long-standing relationship with TeamHealth, so we were confident they had the resources and the ability to help our ED adjust to all the changes and growth we were experiencing. We are pleased to have TeamHealth as our **partner**."*

**TEAMHealth**<sup>®</sup>

Emergency Medicine | Anesthesiology | Hospital Medicine  
Clinical Outsourcing Services

800.818.1498 | teamhealth.com