

# LEVEL TEN

HEALTHCARE ADVISORS

## LEVEL TEN'S HEALTHY CULTURE FRAMEWORK

### A Comprehensive Strategy to Build a Strong Foundation

*Craft a strong and vibrant culture through seven key initiatives tailored to your organization's unique structure and goals*

#### MISSION, VISION, VALUES

*Defining the heart of the organization and communicating which beliefs, attitudes, and behaviors are necessary to win as an employee and serve our patients well.*

#### DEIB STRATEGY

*Building morale and sustainability by designing a culture that represents a broad spectrum of diverse and unique perspectives, removes historical barriers to service, and feels welcoming and inclusive for all.*

#### LEADERSHIP STRATEGY

*Long-term all-leader transformation program to equip all leaders to increase employee engagement, improve patient experience, and inspire operational innovation.*

#### Experience

#### PATIENT EXPERIENCE STRATEGY

*Redesigning key touchpoints and interactions to deliver better care, reengage your entire leadership team, and build alignment and accountability.*



### LEVEL TEN CULTURE FRAMEWORK

#### Engagement

#### EMPLOYEE ENGAGEMENT STRATEGY

*Creating master plan around each of the Seven Stages of Employee Engagement to deliver custom experiences at each touchpoint, set clear expectations, and build an environment for employees to thrive.*

#### Innovation

#### INNOVATION STRATEGY

*Building a culture of innovation where employees look for opportunities for improvement, then creating systems and tools that support your strategic growth and evolution.*

#### RECRUITMENT STRATEGY

*Developing robust employer brand identity, communicating value to employees, prospects, and larger community, and deploying targeted marketing and engagement strategy to maximize recruitment efforts.*