

EMPLOYEE SATISFACTION

Our Vision Statement: "... to be recognized as the premier employer for healthcare IT professionals because we provide meaningful work in an open and supportive environment maintained by a culture that cares about our people, their families, and the communities in which they live."

OUR EMPLOYEES

The VCS employee satisfaction survey is one of our most important business tools. It's imperative for us to continue to listen to our employees, understand their perspective, and help them reach their professional and personal goals. In our industry, happy employees make happy customers. VCS leads the mid-tier healthcare information technology space. With proven customer Assignment Quality Assessment (AQA) scores in the 4.5-4.7 (out of 5) range, quality is assured. Our business is people and our goal is to provide the best environment in which they can succeed.

LOOKING FORWARD

While we always like to hear about what we are doing well, the survey feedback is used to make VCS a better place to work. In addition to the anonymous electronic survey, one-on-one random interviews with our Senior VP of HR were conducted in an effort to gather supplemental information directly from our employees. We created cross-functional teams to address the observations and suggestions of our consultants. Last year, we streamlined our new hire orientation process and enhanced our benefits package. We're looking forward to identifying this year's challenges and implementing improvements.

“ I believe that VCS' biggest success is within itself. It is a company that caters to its employees and the by-product of this care is a workforce that brings excellence to its customers. **”**
Senior Consultant, VCS

VCS Company Statistics

Founded in 2002 ♦ Number of Consultants 275+ ♦ Number of Clients 260+

Here's what VCS team members say...

- 99%** say My manager treats others and me with respect.
- 98%** say I am satisfied working for VCS.
- 97%** say I would recommend VCS to my friend/colleague as a good place to work.
- 96%** say My manager encourages teamwork and collaboration.
- 96%** say Individual differences are respected at VCS.
- 95%** say The organization is supportive of my obligations to my family.

We had a great response to our survey this year, with more than 83% of the company participating. The questions were aimed at providing a full perspective on our performance as a company, including questions on: work/life balance, management and leadership effectiveness, helpfulness of support staff, benefits and compensation, career management, and the general direction of the company and industry. Focus on employee satisfaction is not new. Our survey is conducted each year since 2004 and aims to gain comprehensive opinions from our employees on everything from the leadership and support teams to general suggestions on company improvements.

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