

Contact Information:

Brian Makowski
248-816-4435
bmakowski@oe.com



For Immediate Release

O/E ANNOUNCES NEW CLIENT: BON SECOURS HEALTH SYSTEM, INC.

Bon Secours Health System (BSHSI) partners with O/E to develop a Web-based course for its Performance Planning and Review (PP&R) Process.

Troy, MI, September 24, 2008. O/E developed a Web-based training course that presents key concepts of the Performance Planning and Review Process for BSHSI. Intended for Leadership and Management, the Web-based course covers how to plan for performance, provide and document feedback/coaching, and conduct year-end reviews.

Performance management at BSHSI is viewed as an investment in the growth and development of its talent. It also creates alignment, establishes and reinforces accountability, and builds employee engagement. This is accomplished through a model of open, honest, and frequent feedback and communication.

By using a Web-based course, BSHSI ensures a consistent message about performance and talent management. Leadership and management also have unlimited access to the basic philosophy, guidelines, and process information that they need to successfully manage employee performance.

"Regular coaching of employees leads to better performance, higher levels of employee engagement, and organizational success," says Rick Vanasse, VP/Talent Management & Chief Learning Officer at BSHSI. Vanasse also says, "Monitoring employees' performance is a major part of a manager's job at BSHSI, and this tool will help them administer the process while also addressing their concerns and challenges."

Using a script and graphic designs provided by BSHSI, O/E developed the course using Adobe® Creative Suite® for deployment in HealthStream's Learning Management System. The Web-based module uses a conversational style to teach managers about BSHSI's PP&R Process and to address concerns and challenges managers may have. The course shows the timeline and forms used at BSHSI to document and manage the PP&R Process and provides examples of completed forms through a reference link.

O/E will exhibit its solutions and services for healthcare systems and meet with executives and leaders in learning and talent management during the American Society for Healthcare Human Resources Administration (ASHHRA) Conference and Exhibition in Austin, Texas, which runs October 11-14, 2008.

Bon Secours Health System, Inc.

Bon Secours Health System, Inc. based in Marriottsville, Maryland, is a \$2.4 billion not-for-profit Catholic health system that owns, manages, or joint ventures 18 acute care, 5 long term care, 5 assisted living and independent living and other facilities, primarily on the East Coast. Bon Secours Health System consists of more than 16,000 caregivers helping people in seven states. Its vision is to be recognized for its leadership in justice, transforming the communities in which it serves and works into places of health and hope, and being a prophetic voice for systemic U.S. health reform and a more humane world.

O/E Learning, Inc.

Established in 1984, O/E Learning designs and develops new training and performance improvement programs, as well as converts existing programs to different forms of delivery including Web-based, instructor-led, virtual classroom, CD/DVD, and mobile devices. O/E's diverse services range from organizational development initiatives to professional certifications in safety, quality, and employee involvement. The privately held company is headquartered in Troy, MI. Leverage Life, a wholly owned subsidiary, is headquartered in Pleasanton, CA and focuses on providing corporate Concierge, Wellness, and Work/Life programs. Learn more about O/E at:

www.oe.com.