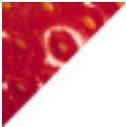


# NCHN Business Partners

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2010 - 2011 Programs & Services  
for NCHN Members



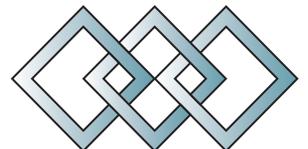
Accounting



Resource  
Development



More...



# About the NCHN Business Partner Program

## Qualifications

Any person, partnership, corporation, association or other business entity with an interest in exploring a long-term business relationship with NCHN and its members.

- Must not be a NCHN voting member
- Must have goods or services available for NCHN members to evaluate and purchase
- Must apply for either Gold or Silver Level Partnership

## Gold Level Partner Benefits

- Long-term, ongoing business relationship with NCHN and its members
- Membership in the NCHN Business Partner list serve
- Promotion in electronic Business Partner Spotlight
- Assistance in electronic connection with members to market your services
- Recognition in NCHN e-News!
- Complementary Exhibit Space at NCHN annual conference and preferred placement
- A 50% discount on the annual conference registration fee
- Invitation to sponsor regional meetings, and/or specific events during the annual conference and regional meetings, at the standard sponsorship fees
- If a national contract is developed between the Gold Level Business Partner and NCHN and the annual revenues generated for NCHN from negotiated administrative fees are more than the Gold Level fees for any given year during the term of the contract, the annual fee will be reduced to \$1,000 for the following year and/or waived.

## Silver Level Partner Benefits

- Active link on NCHN's website
- Inclusion in the annual NCHN Partner Programs & Services Booklet (This booklet is distributed to NCHN members on an annual basis.)
- Authority to use NCHN BPP logo, as outlined in the contract
- Assistance with promotion of products/services to NCHN membership as outlined in contract
- NCHN membership registration rate for conferences and meetings
- Recognition at the annual conference as Business Partner
- A 50% discount on exhibit space at NCHN annual conference
- Invitation to sponsor the annual conference at the standard sponsorship fees
- Assistance in target mailing to members through purchase of mailing privilege with NCHN approved mailing house

# Alphabetical Listing

## Gold Level Partners



<b>CareerStaff</b> <i>Unlimited</i>	4
<b>FIVE</b> <i>Career Advisors</i>	5
<b>Forsyth-Stephens</b> <i>Consulting, LLC</i>	6
<b>Fukuda</b> <i>Denshi</i>	7
<b>Healthcare</b> <i>Management</i>	8
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# CareerStaff Unlimited



CareerStaff Unlimited is a national, full-service recruiting company for permanent placement staffing for physicians, allied and nursing professionals, as well as locum tenens staffing for physicians. CareerStaff recruits for primary care physicians and all specialties in addition to highly sought after CRNAs, Unit Directors/Managers, Nurse Practitioners, Diagnostic Imaging professionals in all modalities, Pharmacists, Therapists and other mid-level practitioners. CareerStaff Unlimited takes pride in their work, success, ethics and integrity, and welcomes the opportunity to assist you with your recruiting needs.

## WHY USE CAREERSTAFF UNLIMITED:

- Placement guarantee - risk-free results
- Non-exclusive agreement - freedom to choose
- Professional fees paid are transferable - no lost investments
- Extended 90-day warranty on our providers - perfect fit
- Our strategic marketing & procurement guarantees our search - national exposure
- Search up to 3 recruiting needs within the same specialty - return on investment
- Capped, flat-rate fee schedule with no hidden costs - total control of expenses

- Month-to-month agreement - cancel any time

## CONTRACT BENEFITS

As a member of NCHN, you are entitled to a substantial discount, an extended warranty, and CareerStaff Unlimited's placement guarantee. Additionally, CareerStaff Unlimited will make an annual administrative and marketing fee payment based on professional fees collected from NCHN member hospitals to be distributed equally between NCHN and the participating network.

## CONTACT

Shawn Jordan, Director-Physician Services  
 Division  
 6191 N. State Hwy 161, Suite 650  
 Irving, TX 75038  
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 E-mail: [shawn.jordan@sunh.com](mailto:shawn.jordan@sunh.com)  
 Website: [www.careerstaff.com](http://www.careerstaff.com)

# FIVE Career Advisors



FIVE Career Advisors is a Healthcare Information Technology services firm founded and headquartered in Indianapolis, IN. FIVE is focused exclusively on Healthcare IT, boasts a database of thousands of HIT candidates and has successfully placed candidates in a variety of positions throughout the United States including but not limited to: Mt. Sinai, Cleveland Clinic, University of Wisconsin, University of Michigan, NYU, Cedar's Sinai, Legacy in Portland, UC-Davis, Rady Children's Hospital and Health Center, Stanford, Clarian, University of West Virginia, Cincinnati Children's, Adventist in Florida, and Baylor.

FIVE's sole focus is Healthcare Information Technology. They understand the needs unique to HIT staffing, from supporting a mission critical infrastructure to implementing complex EMR technologies requiring clinical expertise. FIVE can provide experienced candidates in the form of high level management (CIO, Director, Project Manager) to hands-on technologists (Builders, Analysts) to support personnel (Trainers, Testers). They have worked with a variety of Healthcare specific technologies, including Epic, Cerner, Eclipsys, Meditech and Siemens.

## Benefits of using FIVE Career Advisors:

**Flexibility:** FIVE can provide candidates for both full-time, permanent positions and consulting engagements. They offer a satisfaction guarantee on candidates.

**Cost Savings:** Through the efforts of NCHN, our members will receive an aggressive, pre-negotiated pricing structure.

**Immediate Expertise:** FIVE can function as an extension of your Human Resources department. Because there is little to no learning curve, they can provide qualified candidates in a timely manner.

**Peace of Mind:** Because FIVE understands Healthcare Informatics, they can provide the expertise to insure your IT projects are successful, on schedule and under budget.

## Contact

John Adams  
 6100 West 96TH ST. STE 175  
 Indianapolis, IN 46278  
 Phone: 866-912-3483  
 Fax: 317-733-1410  
 Email: [John.Adams@fivecareer.com](mailto:John.Adams@fivecareer.com)  
 Website: [fivecareer.com](http://fivecareer.com)

# Forsyth-Stephens Consulting, LLC



With 28 years of non-profit leadership and development experience, Amy Forsyth-Stephens has launched Forsyth-Stephens Consulting to assist local, state and national health and human service organizations reach their financial and programmatic goals.

## Background and Experience

Amy most recently served as Chief Development Officer of a national health care non-profit, and in that role raised funds for programs that facilitate the volunteerism of America's retired health care professionals. Prior to that, she was Executive Director of the Free Clinic of the New River Valley and the Mental Health Association of the New River Valley over a 13-year period of extraordinary growth. She was recognized as local Citizen of the Year twice, in 1998 and again in 2007, for her work in strengthening the health care safety net of the New River Valley region of Virginia. Amy is featured in the 2004 book, *The Faces of Public Health*, which recognizes 25 individuals across the nation for their effort, energy and accomplishment in the field of public health.

Over her career, Amy has personally written and won 27 program grants and proposals totaling millions from federal and state government sources, private foundations, and corporate entities. She has negotiated major contributions from large international corporations and authored nine successfully funded competitive grants from the US Department of Health and Human Services. Her skill is not only in crafting winning proposals and value propositions, but in program design—the heart of any initiative that makes it from paper to people.

## Services Offered

- **Proposal Writing:** crafting the end product from the idea stage through submission, including budgets and attachments
- **Giving Campaign Design and Execution:** capitalizing on the fact that most charitable giving is from individuals
- **Value Case Preparation:** fine-tuning and selling an idea to a variety of potential supporters in formats ranging from a one-page summary to a multi-media presentation
- **Opportunity Research:** exploring prospects using the most advanced technology and a welldeveloped professional network
- **Fund Development Planning:** strategizing and prioritizing opportunities for short-term growth and long-term impact
- **Business Planning for Non-Profits:** traditional and creative strategies for implementing and sustaining a great idea
- **Grant and Fund Stewardship:** preparation of reports and formal requests to funders and stakeholders, budget management, oversight of donor intent

## Contact

Amy Forsyth-Stephens | 106 Primrose Drive, Blacksburg, VA 24060  
Ph: 540.449.8884 | Email: amy@forsyth-stephens.com

# Fukuda Denshi



As of February 15, 2008 NCHN facilities can purchase Fukuda Denshi's Patient Monitoring Equipment on contract. NCHN facilities can now enjoy greater cost savings when purchasing Fukuda Denshi's patient monitoring for their ED, OR, ICU/CCU, Med-Surgery, and Step-Down care area. All backed with a 5 year warranty and free 24/7/365 technical support, as well as free clinical and Biomedical Engineering training for the life of the product.

With monitors suited for all care areas, Fukuda Denshi's patient monitoring provides flexible and reliable OR, transport, bedside, telemetry and central monitoring solutions.

## **DS-7600 Central Monitor**

The DS-7600 Series integrated central monitors provide an ideal solution for both your low and high acuity care areas. Each Central includes the needed features to monitor patient information on up to 16 hardwired or telemetered patients. The small footprint also makes it ideal for busy, crowded central nurses' stations. With up to 96 hours of full disclosure, built in 3 channel recorder and laser printer interface the DS-7600 Series provides high performance central station capability without the unwanted clutter making it an ideal central station monitor for busy central nursing stations.

## **LX-5160 & LX-5630 Telemetry**

Each of these transmitters are designed for patient comfort and cost effective telemetry monitoring of your Step-Down or Med-Surgery patients. When paired with Fukuda Denshi's central monitors and with as much as 5 days of monitoring on a single AA battery (3-Days on two AA batteries when SpO2 monitoring is added) these

transmitters maintain superior surveillance of your less acute patients.

## **DS-7100 Portable/Bedside Monitors**

Whether mounted on a wall-mount or roll-stand, these monitors provide complete hardwired or telemetered monitoring solutions in care areas where a compact monitor makes more sense. Performance is not sacrificed with the smaller footprint and each monitor can easily be set up to meet a wide range of care area monitoring needs.

## **DS-7300 Bedside Monitors**

The DS-7300 Series OR and bedside patient monitors offer one of the most robust set of standard features to provide easy standardization of your acute care units. Whether in your ICU or CCU these monitors are easily configured to meet your demanding care areas. Adding the optional gas module also makes this an ideal OR monitor.

## Contact

Fukuda Denshi | 17725C NE 65th Street, Redmond, WA 98052  
Ph: 425.233.5234 | Email: [Kbrown@fukuda.com](mailto:Kbrown@fukuda.com) | Website: [www.fukuda.com/index\\_usa.html](http://www.fukuda.com/index_usa.html)

# H

## healthcare Management, LLC



Healthcare Management, LLC is pleased to bring NCHN members programs designed to create network sustainability. Healthcare Management is a hospital revenue cycle company featuring bad-debt collection and self-pay billing services. HCM is owned and operated by hospital members of Western Healthcare Alliance, a rural healthcare network in Colorado.

### Why consider partnering with Healthcare Management?

Every healthcare provider in your network is already utilizing a third-party vendor for revenue recovery. By partnering with Healthcare Management, we can work with you to provide solutions which are tailored to the needs of your members and affiliated organizations. These programs are simple for you to implement and we will provide full technical assistance. Not sure if your members have needs in this area? We are happy to conduct a needs assessment for you.

NCHN members receive a revenue share-back quarterly, competitive rates and a patient-friendly program for members. Work collaboratively with your members to create a win-win program with real gains potential.

### Programs include:

- Self-pay Account Billing
- Payment Plan Management
- Medical Financing for Large Account Balances
- Bad-debt recovery collection agency
- Coding Education
- Accounts Receivable Auditing

### Contact

Kris Brumley, Sales Representative  
715 Horizon Drive, Suite 401  
Grand Junction, CO 81506  
Phone: 866-986-3587  
Email: [Kris.Brumley@HCMColorado.com](mailto:Kris.Brumley@HCMColorado.com)  
Website: [www.HCMColorado.com](http://www.HCMColorado.com)

# Hylant Group



The Hylant Group provides insurance products, wellness programs and disease management services that can be used by individual network facilities. Employee benefit programs include a life insurance and AD&D insurance program, as well as a pharmacy benefit program for self-insured health plans. NCHN networks have also looked to Hylant for liability coverage such as D&O, property, general liability, medical malpractice, reinsurance and captive insurance consulting.

## Contract Benefits:

NCHN and the member organizations receive administrative and marketing fee revenue as a result of marketing, managing and self-billing. The concept behind a national group for insurance is based on the ability to create a sizable market by combining the purchasing power of more than one NCHN network.

**Hartford (Long Term Disability):** NCHN offers LTD on a group basis through Hartford. By pooling the NCHN participating members LTD plans, discount arrangements have been established with the Hartford. This has enabled NCHN to leverage their group buying strength with one of the largest LTD providers for hospitals and physicians nationally.

**Lafayette Life (Life/AD&D Program):** NCHN offers Life/AD&D on a group basis through Lafayette Life. With over 30 facilities currently

participating, the NCHN group life program has been extremely successful. The growth of this program has offered stability and opportunity for the participating groups.

**Pharmacy Benefit Management (PBM):** The PBM program works best with self-funded employee benefit programs. Your network, NCHN and the individual network facilities all benefit from group purchasing of prescription drug administration services.

## Contact

Jake Cox, Director of Operations  
811 Madison Avenue  
Toledo, OH 43604  
Phone: 419-259-2796  
Fax: 419-259-2793  
Email: [jake.cox@hylant.com](mailto:jake.cox@hylant.com)  
Website: [www.hylant.com](http://www.hylant.com)

*2004 Business Insurance National Broker Ranking – 26th Largest Insurance Broker in the U.S.*



MedAssets, a leading healthcare business solution provider in the U.S., aims to improve healthcare providers' cash flow and operating margin from existing operations through its portfolio of revenue cycle management, spend management and transformation solutions. As a strategic business partner, MedAssets can replace multiple vendors and decrease supply costs by 3-10% and increase net patient revenue by 1-3%.

Working with more than two-thirds of the nation's hospitals has given MedAssets a unique and in-depth understanding of the financial and operational issues facing hospitals today. By offering solutions to challenges that occur within a facility's supply chain and revenue cycle, MedAssets delivers real results that control cost, improve margins and cash flow, improve access to capital, optimize operational efficiency and increase regulatory compliance.

### **Increase Net Patient Revenue; Drive Revenue Integrity**

MedAssets' revenue cycle software and services span the revenue cycle workflow. Best-in-class solutions offer true ROI for your organization. Best-of-breed technology helps hospitals perform more efficiently; giving them information they can use to make a difference – financially and operationally. Services include patient bill estimation and point-of-service collection programs, claims, remittance and contract management, silent PPO recovery, concurrent and retrospective denial management, accounts receivable services, charge capture, defensible pricing, and decision support technology.

### **Control and Reduce Supply Expense**

MedAssets' spend management solutions provide services and information to drive improved decision making to manage business performance – linking clinical outcomes, cost outcomes and reimbursement. Customized solutions encompass procurement of common medical supplies, pharmaceuticals, physician preference supplies, food and nutrition items and capital equipment. Supply chain analytics and consulting services cleanse and normalize supply chain data to improve transparency, identify savings opportunities and report on key metrics to quickly view performance. Benchmark data focuses action in improving processes and overall supply chain operations.

MedAssets serves more than 125 health systems, 3,300 hospitals and 40,000 non-acute healthcare providers. Whether working with a large integrated delivery network, a rural community hospital or non-acute healthcare facility, MedAssets partners with our customers to build customized programs to fit the unique strategic goals of each organization.

## **Contact**

Mark Hess, SVP, West Zone, Spend Management Solutions | 222 North Sepulveda, Ste. 1100, El Segundo, CA 90245  
Phone: 310-335-5105 | Cell Phone: 415-867-8074 | Email: mhess@medassets.com | Website: www.medassets.com

# M

## edical Recovery Services



# Medical Recovery Services

*Medical Recovery Services, a Revenue Cycle Operations firm is dedicated to the financial viability of small hospitals. Medical Recovery Services' outsource solutions are designed to minimize the investment dollar while maximizing returns. Significant flexibility in payment terms is also featured to further facilitate placing these vital services within reach of all hospital providers.*

## Services:

**Chargemaster / Pricing** – The Chargemaster is a hospital's lifeblood. If services can't be charged, they can't be reimbursed, so it is imperative that the chargemaster be compliant, clean and structurally sound. Pricing-only service explores pricing strategies in combination with market position. This is a great first-year service for facilities short on cash. In year two, a complete chargemaster review should be performed.

**Business Intelligence** – Every hospital should understand its position regarding financial performance of contracts; however Business Intelligence goes beyond that. Powerful analysis of hospital data facilitates detailed examination of service lines, diagnostics, charging, reimbursement and costs.

**Managed Care Support** – This service can range from simply acting as a knowledge-base resource to predictive contract modeling to full contract negotiation, depending upon the amount of input desired by the client. Negotiating contracts and articulating positions are acquired skills and require strong data, excellent analysis and confidence in understanding the other side. For outstanding

managed care contracts without the hassle involved in dealing with insurance companies, Medical Recovery Services will handle the heavy lifting.

**Process Improvement** – Today's environment of continued declining reimbursement and subsequent margins requires learning to accomplish more, possibly even with fewer resources. Process Improvement is truly a partnership in exploring opportunities to operate a lean and efficient Business Office by implementing appropriate redundancies and loss prevention strategies. Incorporating the concepts of the "upside-down" revenue cycle, Process Improvement increases financial viability from the inside.

**Medical Claim Audit/Recovery** – This is one diagnostic tool that may actually increase your net revenues. Designed to monitor payor performance, it can also identify un-/under- paid claims and could lead to revenue that is rightly yours but currently unrealized. Also identifies in-house issues related to billing, coding or payor contracts.

## Contact

Donald J. Tapella | 805 A Main Street, Blue Springs, MO 64015  
Phone: 816-229-4887 | Email: dtapella@mrsa1.net | Website: [www.MedicalRecoveryServices.net](http://www.MedicalRecoveryServices.net)

# P

# Paradigm Learning



# Paradigm Learning

Paradigm Learning designs business games and simulations that help healthcare providers better understand how their decisions impact bottom line results.

Most healthcare professionals see their job as caring for patients. For many of these professionals, the cost of that care is almost an afterthought. This engaging training experience enables them to realize that outstanding patient care and good business decision-making are not mutually exclusive.

## Zodiak®: The Game of Business Finance and Strategy

After this one-day experience called Zodiak®: The Game of Business Finance and Strategy, healthcare professionals will...

1. Have a better understanding of the complexity and competitive nature of the healthcare industry
2. Understand how reimbursement works at their hospital and which sources of revenue are most Profitable
3. Understand how individual actions and decisions affect a hospital's key metrics

All of Paradigm Learning's training products are engaging, interactive, customizable and results oriented.

*In addition to business acumen for healthcare, our simulations address...*

- Leadership Accountability
- Talent Leadership
- Organizational Change and Change Management
- Project Management

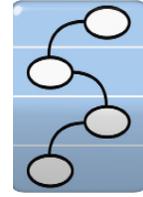
Executives of member organizations may experience the learning at their location, at no charge, through a two-hour interactive demonstration. This allows members to see for themselves how the program works, what learning takes place and how cost savings can be realized through better informed decision making.

## Contact

Tim Adler | 100 2nd Avenue South, 12th Floor, St. Petersburg, FL 33701  
 Phone: 727-471-3170 | Email: [Tim.Adler@paradigmlearning.com](mailto:Tim.Adler@paradigmlearning.com) | Website: [www.paradigmlearning.com](http://www.paradigmlearning.com)

# P

## erformance Management Institute



# PMI

Performance Management Institute (PMI), an affiliate of Stroudwater Associates, works with more than 180 hospital clients in 29 states. We partner with numerous state networks and hospital systems to provide a platform for monitoring and performance. PMI offers a broad range of technology and consulting services to link healthcare organizations' performance improvement programs to strategy and operations.

## Our Approach

The work of PMI is strongly rooted in the **Balanced Scorecard** methodology for strategy execution as developed by Kaplan and Norton. Through extensive work in the field, PMI offers rich perspective, helping organizations translate their strategic vision into clear objectives. We link these objectives to measurable indicators and initiatives, a process that enables performance monitoring and improvement. The Balanced Scorecard integrates four critical perspectives: quality, finance, operations and satisfaction of customers, physicians and staff. The powerful RPM platform is PMI's solution for customized and benchmarked performance monitoring. Understanding that each project is unique, PMI utilizes the flexibility of the Balanced Scorecard to deliver custom solutions. There are some areas in which PMI may advise organizations to adopt best practice indicators. This enables performance benchmarking of affiliates in an appropriate, relevant manner.

## Core Competencies

- Apply Balanced Scorecard methodology to create strategic alignment within and among healthcare organizations and their affiliates.
- Establish state-wide hospital networks to facilitate performance improvement.
- Integrate systems that own multiple hospitals.
- Provide performance management tools for acute care, physician practices, and long term care operations.
- Develop innovative custom reporting solutions.
- Analyze data for network benchmark reporting.
- Consult with leadership teams to interpret data from scorecards, and recommend initiatives to improve performance in healthcare organizations.

## Contact

Michael Topchik, Consultant | 50 Sewall Street, Suite 102, Portland, ME  
Phone: 207-518-6705 | Email: mtopchik@pmi-healthcare.com | Website: www.pmi-healthcare.com

# ThermoFisher Scientific

**ThermoFisher**  
S C I E N T I F I C

Asset management is often an overlooked area for cost control opportunities and yet it usually represents one of a hospital's top five expenses. Thermo Fisher Scientific offers the Thermo Scientific LIFECYCLE Asset & Service Management Solution, an innovative and comprehensive approach to managing equipment service. Offering significant productivity improvements while reducing cost of ownership and ensuring regulatory compliance, the Thermo Scientific LIFECYCLE Solution provides individual clients with a customized, asset management services solution created through a needs assessment that focuses on three dimensions: business goals and objectives, operating environment and the equipment mix across the enterprise.

This new approach capitalizes on the strengths of preferred service providers and the proper blend of available service methods to:

- Provide a fixed cap on maintenance and repair budgets
- Reduce equipment cost of ownership
- Improve productivity and equipment uptime
- Streamline processes and reduce administrative burden
- Extend useful life of equipment

The Thermo Scientific LIFECYCLE Asset & Service Management Solution applies best practices and advanced tools to provide total management of all your capital equipment assets through:

**Account Management** - An experienced Thermo Scientific professional serves as your dedicated manager, focused on your day-to-day needs  
**Response Center** - Interactive, web-based service management solution enables 24 x 7 access to key

performance metrics on assets and service providers, as well as electronic service request submission and status updates – One e-mail or phone call does it all!

**Supplier Network Management** - Single-source management of all asset equipment and service supplier relationships, including purchase order, invoicing, field service report reconciliation and payment services

**Preventive Maintenance Management** - Assures timely execution of all preventive maintenance events through end-user reminders, service supplier notifications and scheduling

## Contract Benefits

Thermo Scientific offers NCHN members a significant discount incentive for the LIFECYCLE Asset & Service Management Solution that has been specifically designed to benefit rural networks.

## Contact

Keith Martinko, Service Product Manager- AMS Healthcare | 5225 Verona Road Building 5, Madison, WI 53711  
 Phone: 608-273-6819 | Email: keith.martinko@thermofisher.com | Website: www.thermo.com/lifecyclenews



Towers Watson provides consulting and software solutions to insurance and financial services companies and advises other organizations on risk financing and self-insurance. For over 30 years, Towers Watson has been at the forefront of risk management, working with clients to develop innovative risk financing solutions, such as self-insurance trusts, captives and group self-insurance programs. Many of the most successful and innovative captives, risk retention groups and public entity pools operating today were developed by Towers Watson.

## Why Use Towers Watson

### **Risk Financing Design and Implementation.**

When evaluating the cost-effectiveness of a client's risk financing program, Towers Watson's advice includes both risk management and actuarial expertise. They have experience across a broad range of industry segments. Clients know they can rely on their objectivity and independence.

**Captive Insurance Company Consulting.** Towers Watson helps clients evaluate both qualitative and quantitative issues associated with the potential formation or ongoing operation of a captive. Their expertise spans a broad range of risks, and their global network of consultants has experience in all of the major domiciles.

**Actuarial Analysis.** Towers Watson looks beyond the numbers and communicate with clients in understandable terms, exploring possible courses of action to help them improve business performance. Clients rely on the depth and breadth of Towers Watson resources, including their proprietary databases and benchmarking tools.

## Contact

Steve Levene | 7650 Edinborough Way, Suite 500, Minneapolis, MN 55435  
 Phone: 203-363-1947 | Email: [steve.levene@towerswatson.com](mailto:steve.levene@towerswatson.com) | Website: [www.towerswatson.com](http://www.towerswatson.com)

