

# Employee Experience



THE MOST HUMAN WAY TO CONNECT WITH YOUR EMPLOYEES

Continuous listening to truly understand,  
build engagement, and drive improvement



PATIENT | CONSUMER | EMPLOYEE | MARKET

Healthcare's most comprehensive experience management platform.

NRC Health gives healthcare organizations the technology and intelligence to create the most human healthcare experiences for patients, consumers, employees, and the markets they serve—to help eliminate friction, improve outcomes, and drive business results.

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# Employee Experience

THE MOST HUMAN WAY TO  
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The employee experience is a unique journey to each individual. Every interaction, touchpoint, and transaction shapes this journey, creating a holistic and impactful experience for employees. Prioritizing the employee's point of view can create a more meaningful and productive workplace, and ultimately better outcomes. Unite your workforce around a shared sense of purpose to attract and retain top talent—and equip leaders with the necessary information, tools, and support to foster engagement and open communication throughout the employee lifecycle.

## Employee Experience Capabilities



### HEALTHCARE EXPERIENCE FROM THE EMPLOYEE'S PERSPECTIVE

Listen to understand the other side of the healthcare experience. Engage both employees and clinicians through periodic, pulse, and lifecycle connections.



### IMPROVE CARE DELIVERY AT ITS SOURCE

Measure improvement at every level with AHRQ/Culture of Safety and Magnet-compliant tools and benchmarks, plus real-time department-level reporting and analytics with configurable action plans.



### POWERED WITH AI SUPPORT

Healthcare-specific AI is embedded to support intelligence and next best actions in the moment. Huey provides deeper insights and actionable feedback while keeping your data safe, secure, and private.

## Prioritize the employee's point of view.

### WORKFORCE/PHYSICIAN ENGAGEMENT:

- Annual pulse

### HEALTHCARE EXCELLENCE:

- AHRQ/Safety
- Magnet RN satisfaction

### LIFECYCLE MOMENTS:

- Onboarding
- Training
- Offboarding

### KEY INITIATIVES:

- DEIB
- Wellbeing/burnout
- Change/transformation

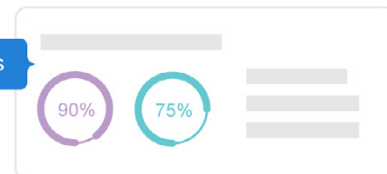
Get ahead of your organization's next big challenge by activating the power of your people

## Overall results



New-hire favorability

## Engagement landscape



Engagement focus

NRC Health's EX solution is powered in partnership with Medallia

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