

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.

nrchealth.com

Employee Experience

THE MOST HUMAN WAY TO
CONNECT WITH YOUR EMPLOYEES

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 annual engagement, pulse, lifecycle connections, and face-to-face leader rounding with workflows purpose-built for the unique realities of healthcare.



IMPROVE CARE DELIVERY AT ITS SOURCE

Measure improvement at every level with AHRQ/Culture of Safety and Magnet-compliant tools and benchmarks, plus timely access to feedback and prescriptive action plans that enable frontline leaders to not just listen but respond and improve.



ALIGN EMPLOYEE AND PATIENT EXPERIENCE

Uncover deep insights and identify root causes by unifying your employee and patient feedback in one view. For example, what looks like an employee experience issue, like long wait times, could stem from employee feedback around staffing shortages or burnout.

Prioritize the employee's point of view.

WORKFORCE/PHYSICIAN ENGAGEMENT:

- Annual Employee Engagement
- Annual Physician Engagement
- Pulse
- Leader Rounding

HEALTHCARE EXCELLENCE:

- Culture of Safety
- Magnet RN Satisfaction

LIFECYCLE MOMENTS:

- Onboarding
- Training
- Offboarding
- Configurable outreach

KEY INITIATIVES:

- DEIB
- Wellbeing/burnout
- Change/transformation
- Patient safety
- Magnet designation or re-designation

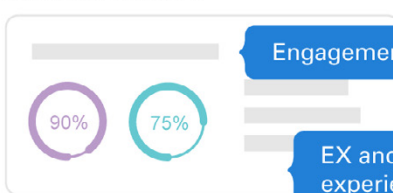
Overall results

Week 1 30 Day 90 Day



New-hire favorability

Engagement landscape



Engagement focus

EX and PX experience linkage

Hear your workforce. Improve your care.

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

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Human Understanding®

For more on these real-world use cases, check out go.nrchealth.com/EX