

Preserving employee morale in the middle of a pandemic

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67%

ORGANIZATION-WIDE
RETENTION AVERAGE



IMPLEMENT A COMPREHENSIVE
FINANCIAL-SUPPORT STRATEGY

24%

INCREASE IN
STAFF SIZE

SUMMARY

Leaders at Mission Health, have always taken pride in its robust employee culture. To preserve employee morale during the COVID-19 pandemic, and ensure that residents would not experience any interruption in their high standard of care, Mission Health's leadership turned to NRC Health's Workforce Engagement solution. This allowed leadership to strategically design initiatives that preserved Quality of Leadership and Quality of Workplace.

"From consistent use of NRC Health surveys, we were able to glean specific information that we were able to build upon when the crisis hit. Much of our response to that crisis emerged as a result of what employees shared with us through NRC"

—Cheri Kauset, Vice President of Customer Experience, Mission Health

OPPORTUNITY

Mission Health, a senior-living organization based in Tampa, Florida, has consistently seen high employee morale, high rates of retention, and, as a result, a very high standard of resident care. Small wonder that Mission is a two-time recipient of NRC Health's Employee Approved Award. Like many other senior-living organizations, Mission was dealt a hard blow by the COVID-19 pandemic. Fortunately, Mission's leadership were prepared to meet the moment—through NRC Health's Workforce Engagement solution.

SOLUTION

NRC Health's Workforce Engagement solution is a comprehensive program of staff intelligence. Its digitally administered surveys capture a complete and candid picture of workplace morale, enabling leadership to strategically design initiatives to preserve it. Having used the solution for years they could anticipate their employees' needs, the moment the pandemic arose. Using Workforce Engagement data, they could craft a strategic response to the pandemic that preserved both resident safety and employee morale.

PROGRAMS IMPLEMENTED

During the pandemic, the biggest stressors weighing on employees' minds were personal and family safety and financial security. Leaders were able to create the following programs to address these looming concerns:

- **Curbside Groceries**—More than 5,000 people have been fed through Mission's curbside program providing steeply discounted grocery staples to food-insecure employees.
- **PTO Your Way**—This was a refashioning of PTO policies to allow for more flexible paid time off, as well as the buying-back of unused PTO hours.
- **Emergency Relief Fund**—This was an employee-established pool of money to help staff members in acute financial distress.
- **Incentive pay**—Extra pay for employees caring for COVID-19 patients, and special "hero pay" incentives for those who kept working during the pandemic.

LEARN MORE

For more on NRC Health solutions, call 800.388.4264 or visit nrchealth.com/demo.