

Why Employee Experience Matters

Three areas of focus that drive loyalty and improve your bottom line.



01 | Engagement

One of the drivers of culture is engagement (along with retention and recruitment of talent). A multitude of high quality, experimental studies have shown that improvements in engagement lead to reduced turnover, lower burnout, and improved financial outcomes.

- 20.6% average rate of turnover in healthcare.
- 90% of healthcare leaders believe staff and provider engagement greatly influence their customer experience outcomes.
- 33% average rate of employee engagement in United States.

Key Factors Driving Turnover

Experts are attributing the increase in healthcare's turnover rates to several factors, including:

- Industry consolidation (mergers/acquisitions)
- Covid
- Increasingly competitive talent market
- Leadership changes/turnover

02 | Employee-Customer Relationship

Research shows the direct relationship between Employee and Customer data.



03 | Employee Feedback

OPEN COMMUNICATION

Implementing regular touchpoints with your staff will result in a culture that places high value on employee engagement. Leadership can probe for more details about specific issues.

CUSTOM QUESTION SET

Utilize 8-10 questions to ask about the topics that are most important and relevant to your employees; and the open-ended comment box will allow you to capture valuable qualitative feedback.

TIMELY FEEDBACK

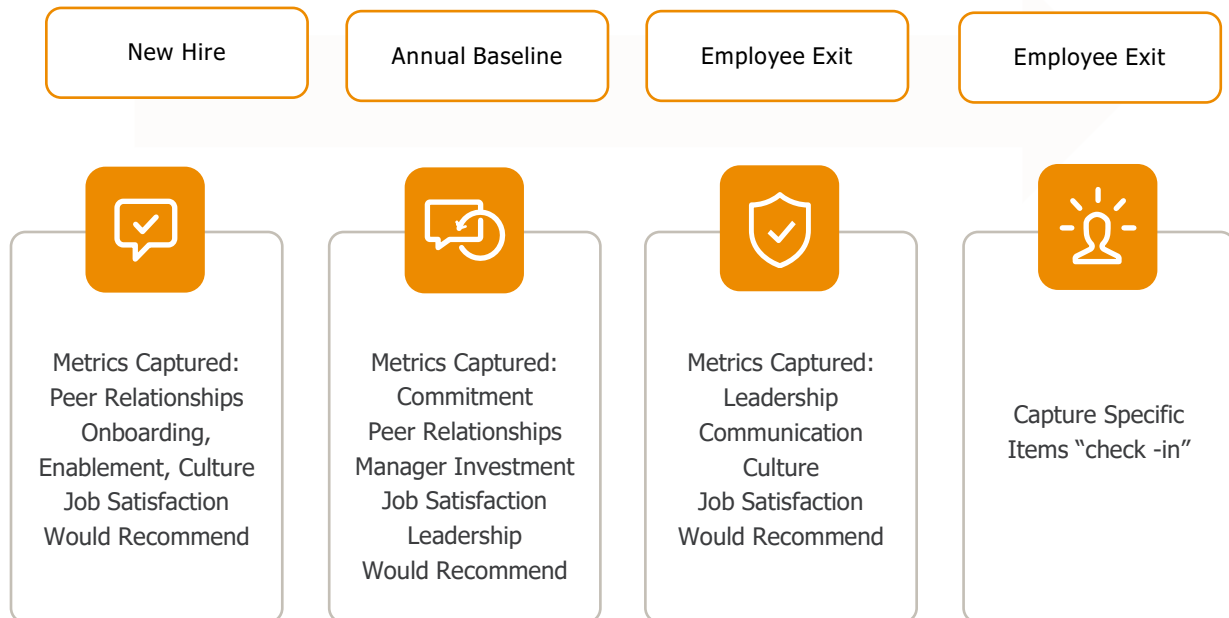
Our user-friendly interface makes it easy to see if your performance initiatives are moving in the right direction.

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Employee Engagement Program Options

Short form emailed surveys, addressing items that are top of mind at specific employee times of employee journey.



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Employee Engagement Program Survey Timeline

