

Strengthening Employee Relationships

SITUATION

A regional healthcare provider was facing a decline in engagement across the organization. Employee surveys revealed that recognition, trust, communication and well-being were key areas for improvement. To proactively address these issues, the healthcare provider partnered with our team to design a recognition strategy that would serve as a catalyst for stronger engagement. The goal was to create a culture of appreciation, reinforce the behaviors that drive engagement and strengthen the connection between employee satisfaction and patient experience. A cross-functional project team was formed to identify recognition gaps, barriers and opportunities.

By the Numbers

Our solutions provided engagement gains that directly influenced key organizational metrics!



23%
increase in positive
workplace ratings



22%
increase participation
in engagement survey



10%
rise in Net Promoter
Score

SOLUTION

We developed a comprehensive recognition solution centered on well-being, communication and trust. The program empowered employees at all levels to recognize great work daily while fostering stronger relationships across teams.

Managers received dedicated training to reinforce purpose-based recognition and improve trust and communication. Additional “train-the-trainer” sessions at each hospital let local champions promote program adoption.

A branded recognition platform was launched with an initial values-based quiz that rewarded points. Ongoing communications kept the recognition program visible. The platform served as the central hub for recognition and engagement, providing easy access to accounts, redemptions and program information, while offering administrators real-time reporting tools for tracking activity, utilization and impact.



Peer-to-Peer
Recognition



Length of Service
Awards



On-the-Spot
Recognition

SUCCESS

Since launch, the recognition program has exceeded all client benchmarks.

- 63% of employees have logged in to recognize or be recognized more than once
- 70% of employees have received point-based recognition
- 35% have redeemed points for awards
- HCAHPS scores have advanced favorably with notable month-over-month improvement in the “Communication with Nurses” category

The healthcare provider’s customized recognition solution has empowered employees, strengthened leadership engagement and reinforced a culture of appreciation – driving measurable improvements in both employee experience and patient satisfaction.