



Case Study Healthcare

A healthcare system, which included a hospital and extended care facility, needed to improve employee satisfaction for its staff of 2,700. BI WORLDWIDE came in to help create a recognition culture.

Challenge

Improve employee satisfaction, create a culture of recognition, and become an employer of choice.

Solution

BI WORLDWIDE developed an online recognition platform with a variety of programs to engage staff. Programs included peer-to-peer and manager recognitions, employee referrals, service anniversaries, retirement recognitions, and patient commendations. A Wellness program rewarded involvement in activities like Weight Watchers, United Way, blood drives, safety quizzes and training. The platform also included a program to generate improvements and cost savings.

Results

Ninety-five percent of employees received peer recognition—26% higher than the goal—and 96% of managers participated. Work-related safety incidents were reduced from 2.98 to 2.31. In an employee survey, “Good performance is rewarded” jumped from the 5th percentile to the 70th percentile in the third year of the program.

