



Cleveland Clinic

Increasing healthcare employee engagement and patient satisfaction with an enterprise-wide recognition program

Background

Headquarters: Cleveland, OH
<http://my.clevelandclinic.org>

Cleveland Clinic is a nonprofit, multi-specialty academic medical center that integrates clinical and hospital care with research and education. Among Cleveland Clinic's 51,000 employees are more than 3,500 full-time salaried physicians and researchers and 14,000 nurses, representing 140 medical specialties and subspecialties.

40%
 improvement in the
 ratio of engaged
 employees to actively
 disengaged employees.

Gold Partner



Contact Us
 david@artisanmkt.com
 patrick@artisanmkt.com

818-312-9994

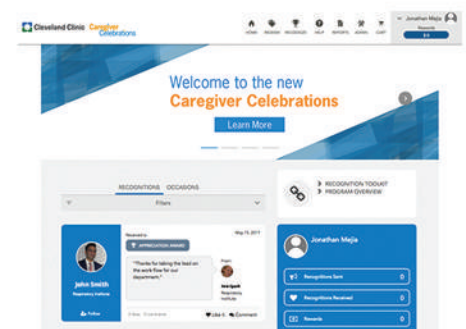
The Situation

Cleveland Clinic came to WorkStride with a multi-faceted problem. Their Gallup Q¹² results showed low scores for employee engagement, and the results of the HCAHPS survey showed that the company was below average in categories relating to patient satisfaction. The company had a number of disparate recognition programs in place, all of which had poor or nonexistent tracking and analytics mechanisms. In short, their existing recognition initiatives were highly ineffective.

The Solution

In partnering with WorkStride, Cleveland Clinic implemented an enterprise-wide system called Caregiver Celebrations. The system was fully scalable and included:

- nomination-based recognition functionality that allowed for manager-to-employee and peer-to-peer recognition and included both monetary and non-monetary awards,
- an online patient recognition portal, allowing patients to acknowledge exceptional care,
- administrator-controlled budgeting,
- tools for internal communication and training, and
- customized and robust reporting and analytics.



The Results

The implementation of WorkStride's recognition platform had dramatic effects.

- Cleveland Clinic won the **2015 Best Practice Award** from Recognition Professionals International.
- The ratio of engaged employees to actively disengaged employees improved by **40%**, going from 16% below their peer-group average to 17% above.
- Employees sent each other other **142,000 awards** in the first year alone, 65% of which were non-monetary.
- Cleveland Clinic's ranking in the Centers for Medicare & Medicaid Services (CMS) survey of patient satisfaction jumped from the 40th percentile to the **top 8%** of roughly 4600 hospitals.
- The results of the program were featured in *The Gallup Business Journal* and *Harvard Business Review*.