



Name of your organization: Children's Nebraska

How do you use the People Insights Platform today?

Annual engagement survey (employee, physician, Advanced Practice Providers)
Employee life cycle surveys (3 new employee onboarding, 1 exit)
Pulse surveys

Please share your EX Impact story. Detail your challenge, solution, and impact.

The Board of Directors at Children's Nebraska has placed a high priority on refreshing and modernizing our engagement strategy, but our processes and philosophies for measuring, reporting, and action planning were disjointed and becoming outdated. Before joining with Perceptyx, we used three separate vendor platforms to conduct three different surveys with three different populations (employees, physicians/Advanced Practice Providers, and RN Satisfaction for Magnet designation) all at three separate times. Not only was this structure costly and inefficient, but it also hindered opportunities for collaborative action planning to address common organization priorities.

We knew we needed to identify a common platform and integrate the survey administration process, but beyond that, we needed to reformulate our overall engagement strategy from doing census surveys, reporting results, asking leaders to do action plans, and hoping for the best until it was time to survey again. The aim was to shift the paradigm that employee engagement is not the process of doing a survey. Rather, it is the outcome of an organization culture committed to creating a positive employee experience. In our case, it is our recently defined employee value proposition branded as our People First Promise.

This marked the beginning of our journey to shift from "administering surveys" to devising an integrated and dynamic employee listening strategy. Once our overall engagement philosophy was redefined, we embarked on our search for a vendor partner. Because we were combining three separate survey processes, timelines, and audiences into a single platform, we conducted a thorough internal stakeholder needs analysis which formed the vendor selection criteria. We evaluated numerous vendors in the employee engagement market space, and Perceptyx quickly rose to the top. Their significant healthcare research and expertise, robust benchmarking databases – including pediatric-only institutions, a high priority for our stakeholders – multiple listening channels that we could scale for the future, Magnet approved, advanced reporting, dashboards, and data analytic capabilities, and superior consulting expertise not only met our immediate needs, but would also propel us into the future. The decision to partner with Perceptyx was unanimous among all internal stakeholders.

In February 2023, we launched our first-ever census survey that combined employee and provider engagement and RN satisfaction. The survey was open for just over two weeks, and our overall response rate was 84%, which exceeded the response rate from all previous engagement and RN satisfaction surveys. All respondents answered a common core set of questions, and using Perceptyx's built-in item branching functionality, we could designate specific questions according to participant type. Because we conducted data collection via one



survey event rather than through separate platforms and timeframes, different survey questions, and different benchmark comparison databases, the process was notably more efficient and cost-effective.

The ability to survey various populations simultaneously was a major step forward in our engagement strategy and seeing the findings in aggregate yielded an even greater benefit: the results showed remarkable consistency in the engagement priorities identified by employees, physicians, and advanced practice providers. This enabled collaborative action planning focused on common goals. One of the top priorities was workplace safety. This finding was somewhat of a surprise because Children's has made significant investments in creating a culture of safety through numerous workplace violence prevention programs, safety and security policies, and improvements to physical infrastructure and facilities. We theorized the problem was not so much about the lack of safety measures, but rather lack of awareness and individual perceptions about workplace safety.

The first step of the action plan was to assess current state by identifying and interviewing the numerous existing entities/individuals who contribute to creating a safe workplace. This endeavor was conveyed in organization-wide communication about the safe workplace action plan. The interview results were compiled and presented to senior leadership who recognized the need for better coordination and oversight. As a result, a formal, enterprise-wide, multi-disciplinary strategy is being developed.

While still early in our journey (the safety priority was identified less than ten months ago as of the writing of this nomination), we are already observing a positive impact. In September 2023, we conducted a follow-up pulse survey to assess progress on our engagement priorities. The scores on the safety item showed significant improvement, and that was without implementing any major changes to our safety infrastructure or initiatives. We attribute the increase in workplace safety scores, in part, to the engagement survey surfacing the issue prominently in the first place. Once it became known safety was being addressed as a priority because the organization listened and took swift action, the improved scores indicate increased confidence not only in the survey process itself and how results are acted upon, but also improvements in people feeling safer at work.