

**Name of your organization:** Compass Health Network

**How do you use the People Insights Platform today?**

Perceptyx plays a vital role in Compass Health Network's listening strategy. We partner with Perceptyx to administer the annual employee engagement survey and leverage the Ask Self-Service platform to manage lifecycle and pulse surveys.

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

Due to the lingering impact of COVID-19 and the resulting economic hardships and workforce challenges, Compass Health Network has adjusted course to remain a great place to work and an employer of choice. This new course includes a renewed focus on listening and continuous conversations with team members.

In 2022 we partnered with Perceptyx to develop an enhanced listening strategy; beginning with our first managed annual employee engagement survey. In previous years, team members reported hesitancy in completing the annual survey due to concerns about confidentiality and anonymity. Taking action on previous survey results also posed a challenge, as we lacked an efficient and effective way to sort through comments and connect data to specific supervisors or programs.

Our partnership with Perceptyx resulted in a 21% increase in survey participation. It also provided the online delivery of reports along with education and tools. Following the survey, leaders received an aggregate report specific to their team. They then participated in training, equipping them to develop action plans based on employee input; ultimately, growing their leadership skills, and providing the tools needed to have continuous conversations with their teams and take action on the feedback received. As a result, Compass Health Network saw nearly all measures of employee experience improve in 2023, with overall employee engagement at 88%, up from 85%, and employee satisfaction increasing from 95% to 96%. Not a small accomplishment given the turbulent times!

**Which business outcome measures did your organization use to determine the impact on employees?**

- Increased participation rates (surveys and listening events)
- Improved pride in the company, improved morale and sentiment
- Improved intent to stay with the company, decreased employee turnover
- Increased willingness to recommend the company's products and services

**Do you have any additional KPIs/Metrics to demonstrate your impact on EX?**

Compass Health is currently working with the Perceptyx team to take a deep dive into the relationship between employee engagement and customer experience. Our goal is to create a baseline with data from our 2023 employee engagement survey, then expand with the 2024 data. This information will provide valuable insight into the employee experience while allowing



us to positively impact customer care, which is crucial to carrying out the mission of our organization.