



Name of your organization: Graham Healthcare Group - Home Health & Hospice

How do you use the People Insights Platform today?

We use Perceptyx for our annual engagement survey as well as exit surveys for those that leave our organization and onboarding surveys for those that are newly joining the organization at various intervals throughout their first year.

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

Challenge: Our engagement, exit, and onboarding surveys were all producing results that our employees (new employees, employees leaving the org, and tenured employees) all felt that there were not enough career & advancement opportunities at our organization. It was consistently one of the lowest ranked questions across the exit, onboarding, and engagement surveys.

Solution: We developed a new career resource center on our intranet that was comprised of 3 main resource areas. The first being quick and easy access to our internal job board with new resource guides on how to navigate the job board. We updated our policies and procedures around internal transfers and promotions as well as enabled new functionality within our HRIS to allow employees to create their own job alerts for internal opportunities that peaked their interest. The second was an area where we shared real stories from dozens of employees across Graham Healthcare Group that pioneered their own career path at our organization. These stories served not only as inspiration but also a network of professionals across our organization that could serve as career mentors for our employees. The third was the creation of career paths for every job discipline and function across our organization. The career paths are in the form of an illustrative guide that outline common paths that our employees can take; the competencies, experience, and education desired for each role; and quick and easy access to job descriptions for every job within the career path.

The Impact: This past October we released our annual engagement survey, and the questions related to career advancement and career opportunities were the only 2 questions companywide that saw meaningful improvement from prior year indicating we are heading in the right direction in better supporting our employees career journey and goals.

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

Engagement survey results:

Advancement opportunities are awarded fairly was up 5 points from prior year and there are career opportunities for me at the company was up 2 points from prior year. There were the top 2 improvements company wide in our scoring from prior year.