



**Name of your organization:** Hanger Inc.

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

Historically, we have utilized Perceptyx to collect annual Employee Engagement feedback. In 2023, we collected and evaluated information in July, responded to the feedback with organizational enhancements based on employee priorities, engaged with field managers to inspire team meeting around employee engagement action planning, collected action plans and then utilized Perceptyx to launch and Engagement Action Plan Pulse Survey in November to track progress and engagement on action plans in the field. We are developing an ongoing listening strategy and plan to launch Perceptyx's Sense product next.

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

Through our annual survey, we heard loud and clear that our employees love their work, they believe in our mission, they have great relationships with their managers, and they intend to stay with the organization. We also learned that we had opportunities to improve empowerment in the field and to show, by taking immediate action on the July survey results, that the organization is listening and working to create a great work environment. In healthcare, we know that the employee experience and the patient experience are inextricably linked, and we are laser focused on enhancing both to bring about the best outcomes for all. Our response rate on our EE survey was higher than Perceptyx's and industry benchmarks, which we were really pleased to see. Capitalizing on that engagement quickly was critical and in August, our CEO and CHRO announced enhancements to the employee's benefits packages and additional floating holidays. We also announced the ongoing listening strategy and resurveyed the organization four months later to understand the impact of the changes and to check in on action planning progress. Participation levels were still high and we were elated to see a 10% average increase in empowerment scores. This showed our leadership team that the field is trusting that their voices are valued.