



VNS Health is one of the nation's largest nonprofit home and community-based health care organizations. Innovating in health care for more than 130 years, our commitment to health and well-being is what drives us—we help people live, age, and heal where they feel most comfortable, in their own homes, connected to their family and community. VNS Health offers a full range of health care services, solutions and health plans designed to simplify the health care experience and meet the diverse and complex needs of those we serve in New York and beyond.

VNS Health's mission revolves around people, extending deep care to our patients, clients, and plan members. This commitment doesn't stop there—we extend the same level of care to our team members, recognizing each as a valued partner whose voice deserves to be heard. Just as those we serve have diverse and complex needs, so do our team members who work across many business units and different settings, including in the field with our patients.

Recently, it became clear to us that our existing survey platform wasn't able to support our evolving employee listening strategy. We needed a new survey partner that could provide more robust data that would allow us to better understand the unique experiences of our different employee groups and how these experiences varied and compared to other healthcare organizations. In pursuit of a better solution, we turned to Perceptyx and their People Insights Platform, marking a pivotal moment in our journey to enhance employee engagement and foster a workplace culture rooted in our core values of empathy, integrity, and agility.

Leaders found the Perceptyx **manager dashboard** easy to use and were able to quickly glean insights and spend more of their time where it mattered most, **taking action on the feedback using the simple to use 1-2-3 action planning tool**. In the past it wasn't clear which survey item responses leaders should focus on and having the **drivers of engagement** provided a powerful way to prioritize.

We want to highlight one of our core business lines, Behavioral Health (Behavioral Health)'s, use of Perceptyx's People Insights Platform. Behavioral Health leaders used Perceptyx's **drivers of engagement, demographic crosstab analysis and Healthcare benchmarks** to pinpoint that having more input into decisions was very important to their employees and that employee experiences differed between teams. This realization spurred a deeper commitment to fostering a culture of listening.

Behavioral Health leaders initiated a robust listening tour, delving even further into understanding their employees' perspectives through interviews, focus groups, and skip level meetings. This hands-on approach aimed to assure employees that their opinions were valued. But giving team members more voice did not stop there. In Behavioral Health, Perceptyx ignited a cultural shift. The leaders realized they needed to move from sharing solutions to co-creating them with employees to foster an environment

where every voice matters. Behavioral Health leaders committed and held each other accountable to changing how they developed action plans by sharing all the insights and planning in **direct partnership with their team members using the People Insights Platform's action planning tool.**

And finally, to ensure employees were well-aware of the survey's impact, Behavioral Health leaders transformed their communication practices in meetings and written communications to create clear linkages between employee feedback, actions taken, and their resulting impact. This strategic shift reassured employees that their voices were not just heard but were pivotal in steering organizational decisions, fostering a sense of ownership and impact.

The tangible impact on employee sentiments within the Behavioral Health department was notable, as measured by our most recent Perceptyx engagement survey:

- A 10% increase in favorable responses regarding efforts to gather employee opinions.
- A 10% boost in positive sentiments about effective cooperation across departments.
- A 9% increase in employees believing their survey feedback would lead to improvements.
- An increase in positive comments about their experience:
  - *It has been a wonderful experience. I like the feel of community within the VNS Health family. A place where I will spend the majority of my day. A strong and positive community is one of the things I value in a company. As well as the opportunity to express new ideas and learn new things.*
  - *I have never worked at an organization that values employee growth as much as VNS Health. I have never felt as valued or been happier with my employment than working at this organization, which I feel is a privilege. Thank you!*

Perceptyx's People Insights Platform became more than a survey tool; it was a catalyst for genuine change within the Behavioral Health department, setting an inspiring example for the entire organization. It became the trusted tool for informed decision-making, instilling confidence in both Behavioral Health leaders and team members alike that using survey insights can effectively drive tangible change.

Through our partnership with Perceptyx, and empowering our leaders with the People Insights Platform, we have improved our approach to employee engagement and cultivated a workplace culture where every opinion is genuinely valued. Thanks to the robust, easy to understand Perceptyx insights and analysis, we have been able to better partner with our employees and use their feedback to inform organizational actions and decisions.