

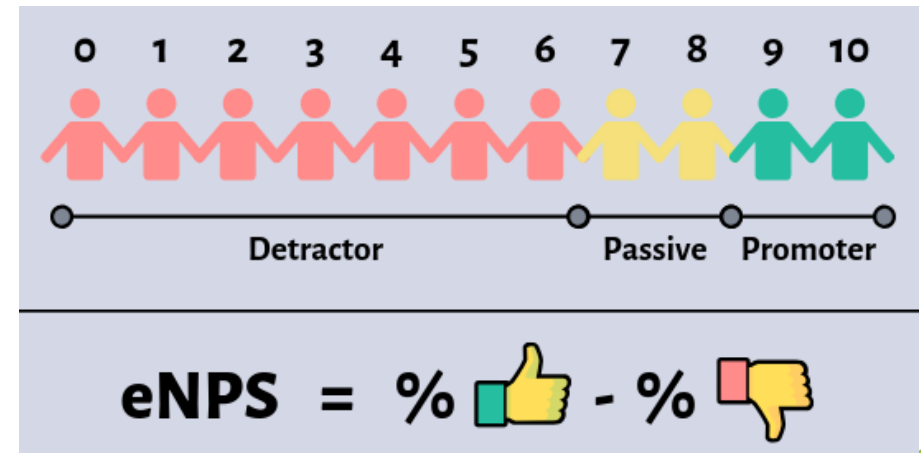
eNPS SURVEY DATA

January 2024



What is eNPS?

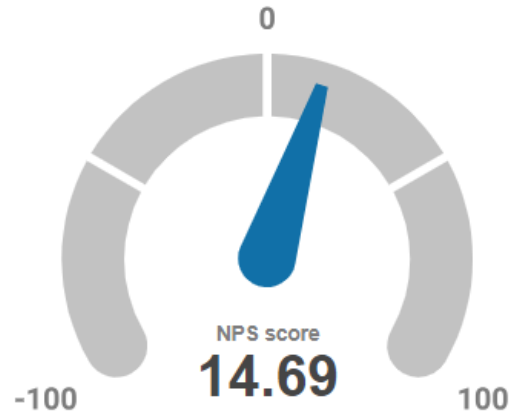
- Stands for Employee Net Promoter Score
- Standardized measure of employee experience used through the world
- Scale of -100 to 100
 - Anything above 0 is acceptable
 - Good = 10-30
 - Excellent = 50+
 - Best in Class = 80+



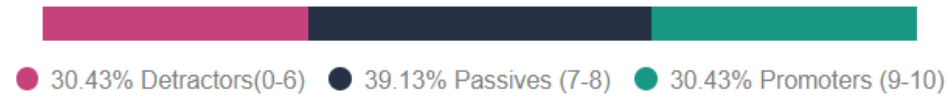
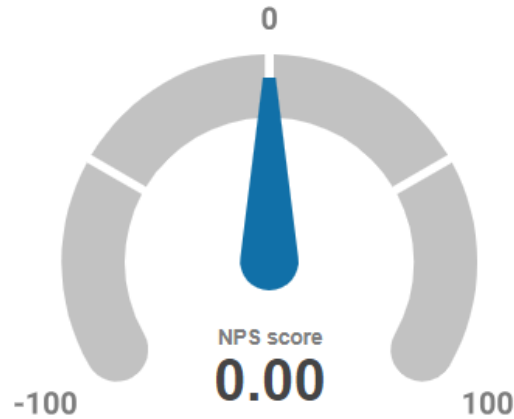
Summary

- Pulse survey ran Jan 24-31 in Paycom
- Total responses = 315 (38% response rate)
 - FT/PT = 177 (55%)
 - PRN = 138 (24%)
- Employee Net Promoter Score (eNPS) (FT/PT goal = 50 excellent)
 - FT/PT = 14.7 (good)
 - 2023 EE survey = 30
 - PRN = 0 (neutral)
 - All employees = 8.3 (neutral)

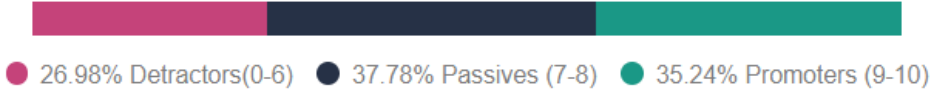
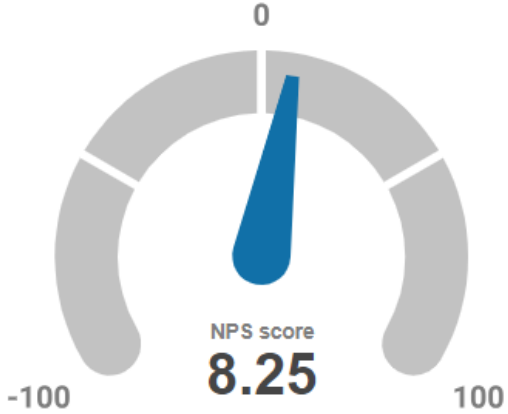
FT/PT Employees



PRN Employees



All Employees (FT/PT/PRN)



What you said (and we heard)

→ **9-10** Why?

- Culture
- Employee Experience
- Team
- Support
- Leadership
- Integrity
- Clinical Quality
- Manager
- Pay
- Benefits

→ **0-6** Why?

- Instability
- Employee Experience
- Pay
- Support
- Communication
- Available Hours
- Productivity
- Leadership
- Staffing
- Transparency

What's Next

- LT: Reviewing all comments by group (0-6, 7-8, 9-10)
- LT: Continue Stay Interviews (42 complete YTD)
- Build out COC Ambassadors team (Culture & Experience)
- Revisit our company values (late Q1-Q2)
- All: Prepare to drive survey response rate in Q2
 - Goal 70%+ FT/PT
 - You: Continue to share your truth

THANK YOU!