

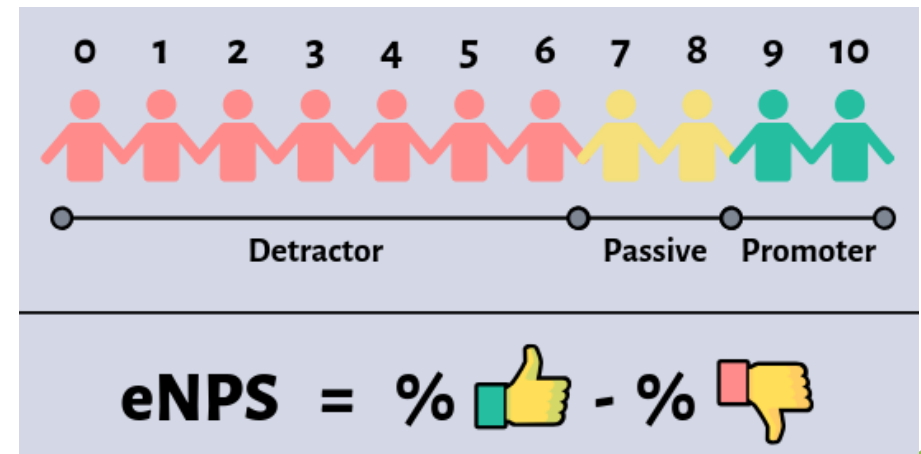
# eNPS SURVEY DATA

April 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+

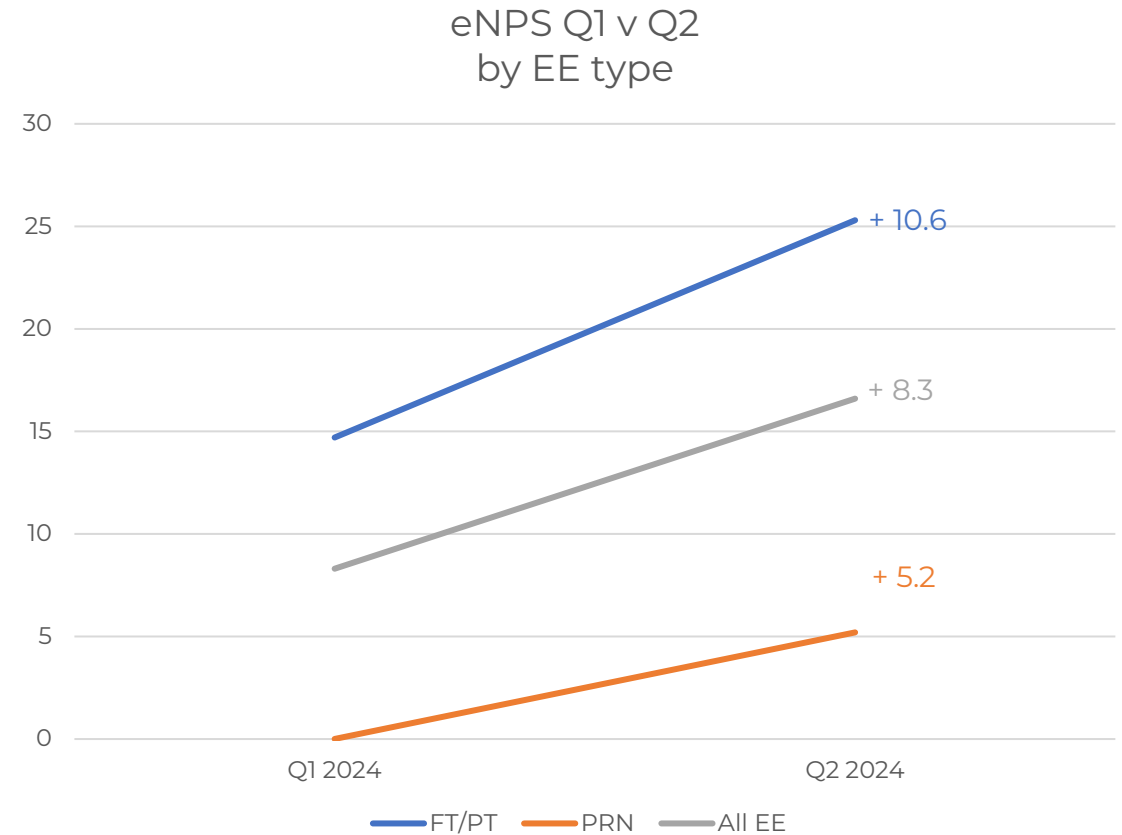


# Summary

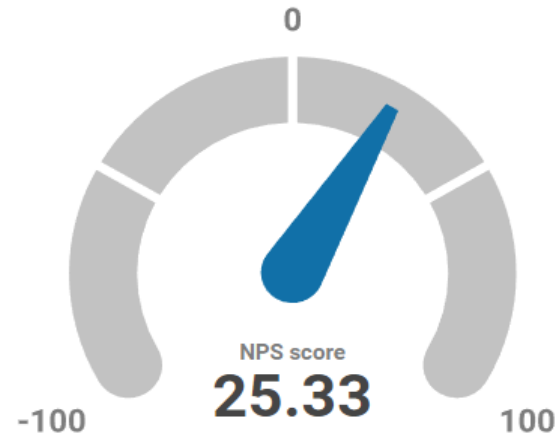
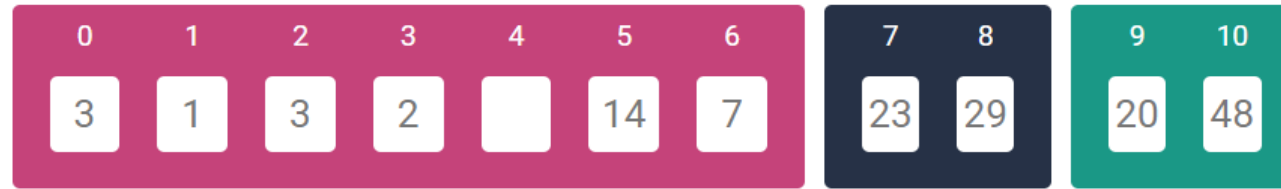
- Pulse survey ran April 17-24 in Paycom
- Total responses = 265 (32% response rate) vs 38% Q1
  - FT/PT = 144 (49%)
  - PRN = 113 (22%)
- Employee Net Promoter Score (eNPS) (FT/PT goal = 50 excellent)
  - FT/PT = 25.3 (good)
  - PRN = 5.2 (good)
  - All employees = 16.6 (good)

# Summary: Q2 2024 vs. Q1

- FT/PT = 25.3 (good) +10.6
  - 2024 Q1 survey = 14.7
- All employees = 16.6 (good) +8.3
  - 2024 Q1 survey = 8.3
- PRN = 5.2 (good) +5.2
  - 2024 Q1 survey = 0

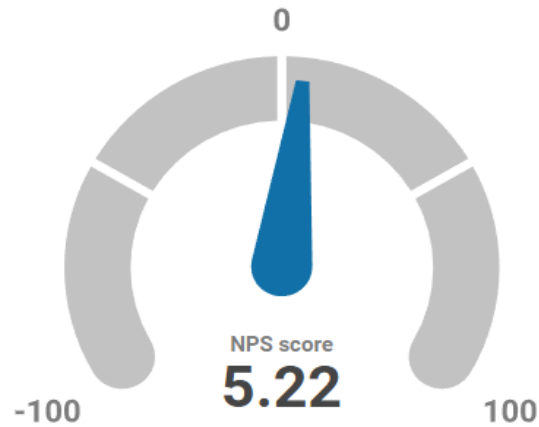
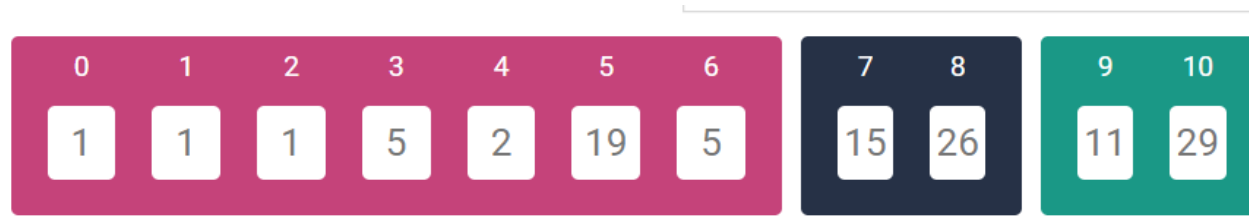


# FT/PT Employees

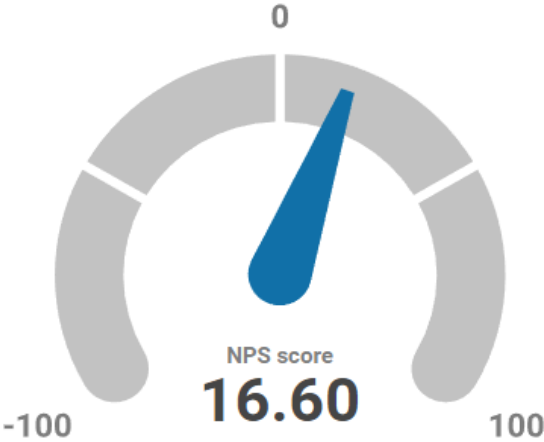
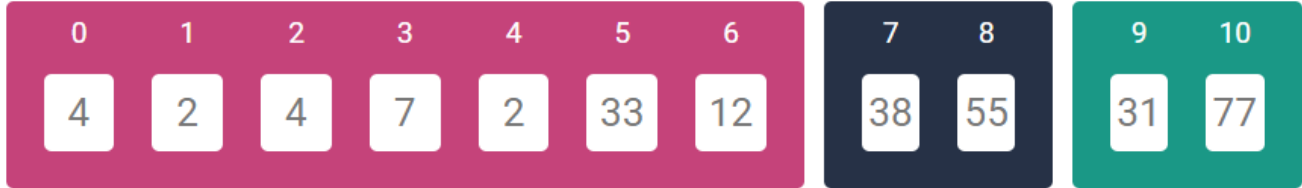


● 20.00% Detractors(0-6) ● 34.67% Passives (7-8) ● 45.33% Promoters (9-10)

# PRN Employees



# All Employees (FT/PT/PRN)



● 24.15% Detractors(0-6) ● 35.09% Passives (7-8) ● 40.75% Promoters (9-10)

# What you said (and we heard)

## → **9-10** Why?

- Support
- Culture
- Clinical Quality
- Integrity
- Employee Experience

## → **0-6** Why?

- Productivity
- Pay
- Instability
- Communication
- Available Hours



# What's Next

- Reviewing all comments by group (0-6, 7-8, 9-10)
  - Propose solutions for recurring trends to LT in late May
- Continue Stay Interviews (99 complete YTD)
  - Respond to individual needs as they arise
- Enable COC Ambassadors team (Culture & Experience)
- Encourage Employee Appreciation Events (May-July)
- Prepare for full employee survey in Q3 (late July)
  - Goal 70%+ FT/PT
  - You: Continue to share your truth

**THANK YOU!**

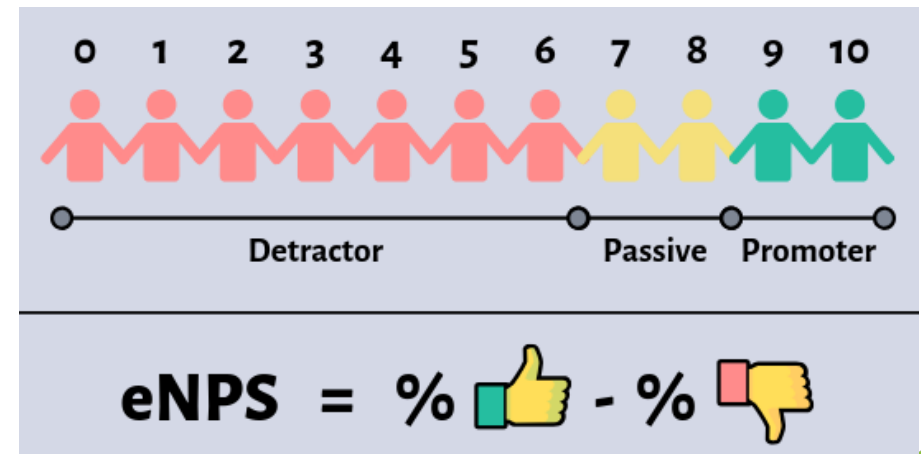
# eNPS SURVEY DATA

January 2024



# What is eNPS?

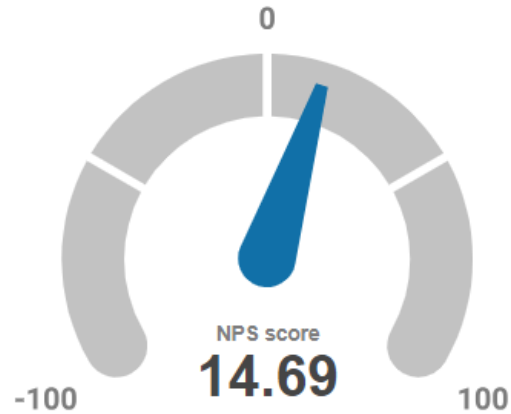
- Stands for Employee Net Promoter Score
- Standardized measure of employee experience used through the world
- Scale of -100 to 100
  - Anything above 0 is acceptable
  - Good = 10-30
  - Excellent = 50+
  - Best in Class = 80+



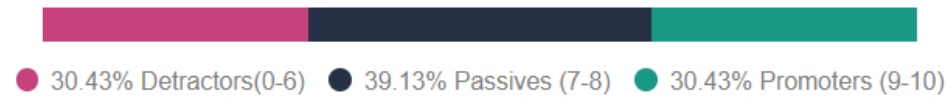
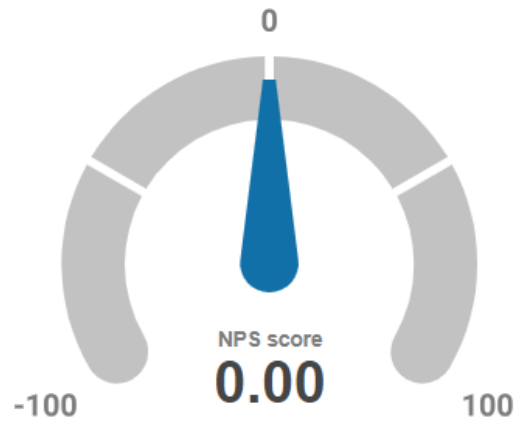
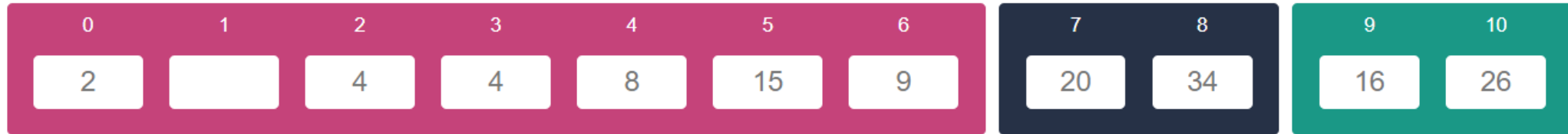
# Summary

- 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)

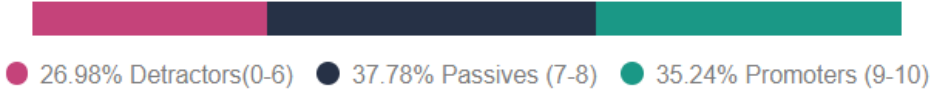
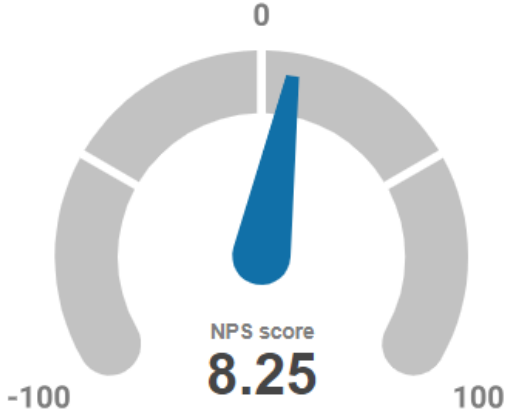
# FT/PT Employees



# 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!**