

POST-ACUTE CARE IS AT A CROSSROADS:

7 Drivers of the Employee Experience You Can Control

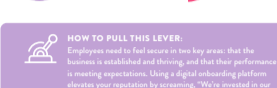
Practical Changes to Onboarding Can Pull Levers to Improve Employee Attitudes and Performance

The first-of-its-kind [Viventium Caregiver Onboarding Experience Study](#) proved that compared against Onboarding Laggards (organizations that create a mediocre or terrible onboarding experience), Onboarding Leaders (those that create a good or excellent onboarding experience) see higher employee confidence and more positive employee attitudes in at least seven critical drivers of employee experience.

1 | DRIVER 1: Job security



Perception that job security is "very secure" or "secure" (% of caregivers)

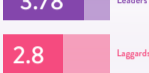


HOW TO PULL THIS LEVER:

Employees need to feel secure in two key areas: that the business is established and thriving, and that their performance is meeting expectations. Using a digital onboarding platform elevates your reputation by screaming, "We're invested in our workforce" while also housing important documents about caregiver expectations that allow for transparency.

2 | DRIVER 2: Career advancement

Positive perception of career advancement opportunities (scale of 1-5)



HOW TO PULL THIS LEVER:

Make sure new hires get a clear picture of where they fit in the organization's larger framework from Day One. Also, establish training as part of the onboarding process to cover foundational needs as well as career development (laddering, mentorship, and leadership).

3 | DRIVER 3: Work-life balance

Leaders: 90% Perception that work-life balance is very good or somewhat good (% of caregivers)



HOW TO PULL THIS LEVER:

Provide a manager, HR leader, or colleague during onboarding to focus on personal, human support and how they keep things in balance, include information about well-being and self-care, and employee support programs such as EAPs.

4 | DRIVER 4: Leadership support

Perception of having adequate support from immediate leaders (scale of 1-5)

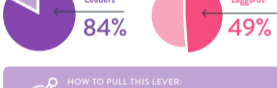


HOW TO PULL THIS LEVER:

When leaders bury themselves in administrative work with new hires instead of sharing facetime with them, it's a missed opportunity. Make sure it's not the paperwork that leadership support is assisting with but rather the stuff that matters.

5 | DRIVER 5: Recognition and rewards

Perception of always or sometimes receiving recognition and support (% of respondents)

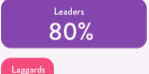


HOW TO PULL THIS LEVER:

Use a recognition and rewards program that empowers leaders and managers to acknowledge discretionary individual effort and team wins publicly, in a timely manner, and with incentives that are meaningful to the recipients.

6 | DRIVER 6: Communication and transparency

Perception of excellent or good communication and transparency (% of respondents)



HOW TO PULL THIS LEVER:

Eliminate confusion by uploading documents to your digital onboarding solution that are clear, accurate, and accessible documents. Even better, provide these documents in every caregiver's native language and make sure support is available should questions arise.

7 | DRIVER 7: Job commitment



Laggards: 46% Leaders: 29%

Actively or passively searching to change employers (% of respondents)



HOW TO PULL THIS LEVER:

Encourage and empower managers and HR leaders to embrace a high-touch, high-quality approach to interactions, especially during the first 90 days. Listen to feedback, collaborate and problem solve, and develop personal relationships.

It's All Up for Grabs — and Everyone Can Benefit

A more streamlined onboarding process in the post-acute care industry — with fewer hours spent on paperwork and a greater focus on richer, more personal and personable experiences — will undoubtedly have a positive impact on the attitudes and perceptions of caregivers toward their employers.

The results: increased eNPS scores, lower turnover, higher performance, and making caregiving roles in post-acute care more appealing to the next generation of new hires.

Everybody wins.



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