

Improving the Employee Experience:

4 Strategies for Healthcare Leaders

The healthcare workforce has been facing unprecedented challenges, putting new stress on providers to protect their workforce. A poor employee experience leads to high turnover, burnout, and a negative patient experience, which all impact the bottom line. Here are four ways healthcare leaders can improve the employee experience.

1 Strengthen workforce skills

As healthcare technology continues to advance, employees must upskill to keep up with the pace of transformation. Prioritizing training and development gives employees access to the skills and resources they need to succeed in a rapidly changing future.

35% of healthcare workers surveyed said they're not confident that they're getting the right skills training for the future.¹

2 Increase internal mobility

Give employees opportunities to take on new roles to reduce turnover, foster employee development, and improve their work experience. HR can use internal mobility and redeployment to combat burnout in a way that doesn't result in turnover.

84% of healthcare employees are not satisfied with their employer's support of their career and want them to do more to listen to the needs of their workforce.²

3 Arm employees with the right technology

Healthcare employees want personalized, mobile experiences with on-demand access to insights and automated tools that make their jobs simpler, saving them time so they can give more attention to patients.

26% of healthcare employees report that technology at work either doesn't help or makes it harder for them to serve internal customers, colleagues, and patients.³

4 Make employee well-being a priority

The persistent stress of working in healthcare causes immense physical and mental strain. Leaders need to build health and well-being into their organization's core values. Providing benefits and wellness programs is crucial to helping employees avoid burnout and leads to improved patient care.

31% of healthcare employees do not feel mentally healthy.⁴

Learn more

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¹ Eagle Hill Consulting Healthcare Employee Experience Survey, 2021.

² Oracle + Workplace Intelligence, AI@Work: 2021 Global Study.

³ Eagle Hill Consulting Healthcare Employee Experience Survey, 2021.

⁴ MetLife's 19th Annual US Employee Benefit Trends Study, 2021.

