

Encompass Health Employee App

The Encompass Health employee app connects and engages employees with relevant communications so they can better serve patients.

Facts-at-a-glance

Company:	Encompass Health
Location:	Nationally, across 36 US States
Employees:	38,500+
Services:	Inpatient rehabilitation, home health and hospice
Industry:	Healthcare
Solution:	Sitriion ONE employee app

About Encompass Health

Encompass Health (NYSE: EHC) offers both facility-based and home-based patient care through its network of inpatient rehabilitation hospitals, home health agencies and hospice agencies. With a national footprint that spans 129 hospitals and 272 home health & hospice locations in 36 states and Puerto Rico, the Company is committed to delivering high-quality, cost-effective care across the post-acute continuum.

Challenge

Being able to communicate with every employee is critical to Encompass Health, not only for the benefit of their staff but also for the health and safety of their nurses, therapists, and essential support staff. Encompass Health's internal communication challenges included:

- Struggling to reach their deskless employees
- Connecting all of their employees to the broader company
- Measuring the reach and effectiveness of their communications
- Cutting through the noise
- Catering to an increasingly mobile-savvy workforce



Solution

Encompass Health needed an easy way to connect their staff with relevant corporate and hospital-specific communications and information. An employee mobile app quickly emerged as a progressive choice for their corporate communications to reach their non-desk workforce.

Once Encompass Health settled on a mobile app solution, the internal communications team researched solutions and ultimately chose Sitrion ONE as their employee app solution. To determine the most important communications and employee self-service functions to include in the app, they conducted extensive research through surveys, focus groups, and key employee personas.

Benefits

With the initial launch of Hive, Encompass Health saw immediate benefits.

- 1 They were effectively able to reach and engage clinicians through their smartphone.
- 2 They delivered company-wide communications as well as location-specific content by giving HR Directors the ability to post hospital-specific content, keeping employees up-to-date and informed.
- 3 Their non-desk employees now felt more connected to the organization and had easier access to information they needed for their jobs.
- 4 Their employees are more informed and productive, and spend less time on time-consuming admin tasks and more time on caring for patients.



"The Hive App on Sitrion ONE allows employees to get the information they need that matters most to their work proving to be an effective channel for reaching and engaging clinicians.

Sitrion has proven year over year that they are a partner; I see them much more than a vendor. We honestly feel they are invested in our success and work with us on our use cases making sure we are going in the right direction."

Alyssa Hagan, Encompass Health, Associate Director, Internal Communications & Engagement

Encompass Health asked their employees what they wanted to experience in the app. From the beginning they were committed to Hive delivering value to the already busy Encompass Health staff.



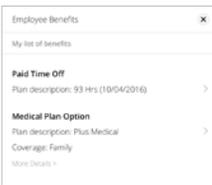
Newsfeed

One of the most important features of their new employee app is the aggregated news stream that includes corporate and localized messages, a channel selector, and social features including the ability to like and comment on posts.



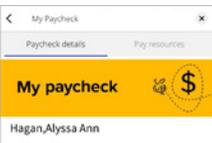
Resource Library

The Hive Resource Library contains easily-accessible corporate and employee-related websites and useful documents, such as encompasshealth.com; Employee job referral website; Investor website; and Terms of Use.



My Benefits

The My Benefits section is integrated with PeopleSoft, giving employees secure and quick access to their personal benefit elections and paid time off (PTO) balance. Quick access to this information without connecting to the Encompass Health network motivates employees to download and use the app on a regular basis. Additionally, it cuts down on HR support inquiries.



My Paycheck

Many Encompass Health employees are hourly and their wages change week to week. Being able to see pay information within the app saves time for the employee versus tracking this key information in other sources.



My Wellness

Health and wellness is important for Encompass Health. Today employees can use the Hive app to log activities, earn badges and share with others. The app also allows employees to easily find walking trails and gyms when they are traveling, promoting a fit lifestyle.



Encompass Health won the 2017 CEB Internal Communications Award. Encompass Health's Hive employee mobile app, powered by Sitron ONE, won the prestigious CEB 2017 Internal Communications Award in the Innovations in Digital, Social, and Mobile Communications category. The CEB awards are one of the most prestigious global award competitions recognizing the work of communicators who have achieved real, measurable business outcomes within their organizations.