



## HEALTHCARE EMPLOYEE ENGAGEMENT

# EX25 for healthcare: A modern employee experience framework

**Embrace the complexity of experience in healthcare with a comprehensive modern framework**

In the fast-evolving landscape of modern healthcare, traditional employee experience models are failing to satisfy the wants and needs of employees. As evidenced in the turmoil of the pandemic, employees can be engaged in their work and still be at increased risk of experiencing burnout and leaving their organization. Analyzing these trends led to an important realization: Simply measuring employee engagement is not enough.

### EX25 FOR HEALTHCARE

To uncover the truly important aspects of employee experience, we worked with years of client research, millions of survey data points, and an intensive, expert-led validation process. The results led to EX25 for Healthcare, the most powerful framework available for healthcare employee engagement in the modern era. By identifying the top 25 dimensions affecting employee experience, EX25 helps organizations drill down into only the most important focus areas.

EX25 does more than simply measure employee engagement. Rather, it provides a framework for weighting a whole range of key drivers to uncover the true meaning of your employees' experiences. These insights provide the path to action you need to attract and retain top talent, while also ensuring they are having a positive and fulfilling experience. This foundation helps to create a culture of loyalty as well as high performance.

Qualtrics  
**EXM** methodology™

# How we developed the EX25 model

## SME revision and content validation

A content validation process was conducted through an independent review of items by I/O psychologists and industry subject matter experts.

## Statistical validation

Conducted a panel validation study from ~5k US nurses and physicians from a range of specialities to identify the most efficient and powerful items to measure & drive EX in healthcare.

## Up-to-date literature review

Reviewed latest academic literature (50+ references) and consulted with PhD experts to understand newer trends in EX such as psychological safety, inclusion, resilience and well-being.

## Question usage review

Conducted 100-hour review of 450 items, using (where applicable) millions of data points from customer usage to inform decisions.

## 6 KPIs for Healthcare Employee Experience

Consistently throughout our research, there were six key performance indicators (KPIs) leading the way for healthcare employee experience. By developing a systematic approach to monitoring and learning from these KPIs, you gain a full picture of the factors affecting your employees' performance at every level of your organization.

- + Engagement: employee engagement is strongly linked to organizations outcomes, such as performance, customer satisfaction, retention and innovation.
- + Intent to Stay: get a realistic estimate of how long your employees intend to stay at your organization.

- + Experience vs Expectations: gather unique perspectives reflective of employees' individual experiences.
- + Inclusion: make sure your employees feel included to boost innovation, productivity, and talent retention.
- + Well-being: foster an environment conducive to well-being in order to proactively manage employee stress and fatigue.
- + Burnout: measure emotional, mental, and often physical exhaustion brought on by prolonged or repeated stress to prevent employee burnout.

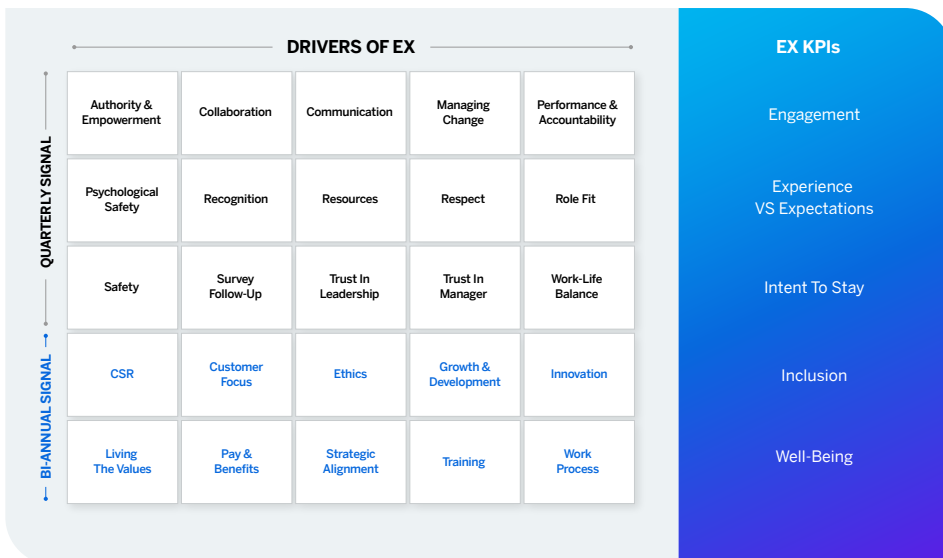
# EX25 for healthcare - key insights

While developing EX25 for Healthcare, our researchers uncovered a wealth of actionable insights related to the 25 top dimensions of employee experience. For example, we found that among both nurses and physicians the ability to meet career goals (growth & development) and belief in the future of the organization (strategic alignment) were two of the highest predictors of our EX KPI's.

Additionally, we discovered that among both nurses and physicians, a key indicator of burnout was whether they felt their organizations' processes enabled them to effectively meet their patients needs. These are just two examples of the types of actionable insights EX25 provides.

While we recommend using these insights on a quarterly basis to get the most from the framework, we recognize the unique needs of the each organization with whom we work. Our team of experts will work with you to to develop a plan of action to move at your own cadence. By aligning EX25 for Healthcare with your own schedule, you can quickly and efficiently implement the system throughout your organization.

## EX25 for Healthcare Model



Qualtrics is the world's leading experience management platform. With Qualtrics XM you can create, monitor, and manage every experience on a single platform. Our advanced artificial intelligence and machine learning helps uncover deep insights and makes connections between your customer, employee product and brand experiences to help close gaps and drive value back to the bottom line. Learn more at [qualtrics.com](https://qualtrics.com)