



NORTH MISSISSIPPI  
HEALTH SERVICES

# North Mississippi Health Services reduces turnover, increases leaders' efficiency, and improves employee engagement

## Background

Leaders at North Mississippi Health Services (NMHS) partnered with Laudio to provide frontline leaders with a platform that helps them streamline workflows and strengthen relationships with staff, ultimately driving higher staff satisfaction.



Headquartered in Tupelo, MS



7 hospitals, 45 clinics nursing homes, home health, and hospice



7,000 Full-time employees



Rural, nonprofit, independent health system

## Key Challenges

- 35% RN turnover within the first year of employment and 55% within the first 3 years
- Legacy systems strained by growth and a lack of advanced technologies
- Burdensome workload frustrated nurse managers and lowered productivity, especially for leaders with larger spans of control

## Solution

- Improve employee satisfaction with recognition and appreciation with insights and reminders from the Laudio dashboard
- Boost opportunities for communication and engagement with the Laudio rounding tool
- Streamline workflows with automated tasks and easier report creation

## Results

**3.4%**

reduction in RN turnover within first 9 months

**\$1.5M**

recruitment and replacement costs saved

**100%**

frontline managers with streamlined workflows



*I shared with our CEO that we could continue to limp along with business intelligence or invest in a new tool to slingshot us past all that to get actionable data.*

**Sondra Davis**

Chief Human Resources Officer, North Mississippi Health Services

### Implementing a solution targeting the health systems' needs

Employees appreciate NMHS' patient-focused, high-reliability culture but didn't always feel engaged and appreciated. "Our nurse managers all want to do better at recognition and communication, but that can be hard in a busy clinical setting," Sondra said. NMHS was also overwhelmed with data from multiple systems and lacked the ability to easily identify critical insights and take meaningful action. These factors led the leadership team to look for a solution targeted to a healthcare organizations' specific needs.

### Streamlining workflows with automated tasks and reminders

Laudio tracks information and reports it in an easy-to-use dashboard that helps managers keep up with birthdays and service anniversaries, education and training accomplishments, and other events. As a result, staff feel acknowledged and appreciated for their valuable and impactful work. "Laudio serves up the reminders and information they need in a manner that's easy to act on," Sondra said. With Laudio, managers easily:

- Track how many contacts they've had with each employee at a glance
- Receive reminders about individual employees' milestones and behaviors
- Get suggestions for recognizing these achievements and actions

### Extending the impact to the entire organization

The nurse leaders who used Laudio the most significantly impacted retention, improving by 3% in only 9 months. "There are many levers you can pull, but not all of them are in your control. With Laudio, engagement and communication – two key factors of employee satisfaction – are within your control on a shift-by-shift and employee-by-employee basis." Based on the initial 9-month experience, NMHS decided to expand Laudio to every corner of the organization. "We covered about 60% of our employees in the initial integration at our large tertiary care center," Sondra explained. "Later, we included our 50-plus clinics and our community hospitals which is the remaining 40% of the organization."

For the first phase, champions were selected from the main site where the initial integration would be and from remote sites that would have access to the technology in later phases. "The champions have been part of building the excitement and were a strong bridge back to their teams," Sondra says. "After the success of the initial deployment, they knew the value of Laudio and were sharing it with their groups. They were already looking forward to it – and that's not common with most tech adoptions!"



*It's like Maya Angelou said, 'people will forget what you said, people will forget what you did, but they will never forget how you made them feel.' With Laudio, we create relationships that make employees feel good. That's what they remember.*

**Sondra Davis**

Chief Human Resources Officer, North Mississippi Health Services