

# On-Demand Pulse™

## Listen To Caregivers In Real Time, Any Time With On-Demand Pulse



In this challenging environment, the risk of caregiver burnout and turnover continues to threaten morale, retention, and profitability. Giving a voice to caregivers through purposeful listening empowers people leaders to mitigate these risks in real time, demonstrates respect for the workforce, and creates an environment of trust.<sup>1,2</sup> On-Demand Pulse is a real-time, continuous listening platform that helps your organization understand the unique stressors that impact nurses, physicians, and employees and provides insights for building an engaged, resilient workforce.

### Complement In-Depth Culture Assessments with Real-Time, Continuous Measurement

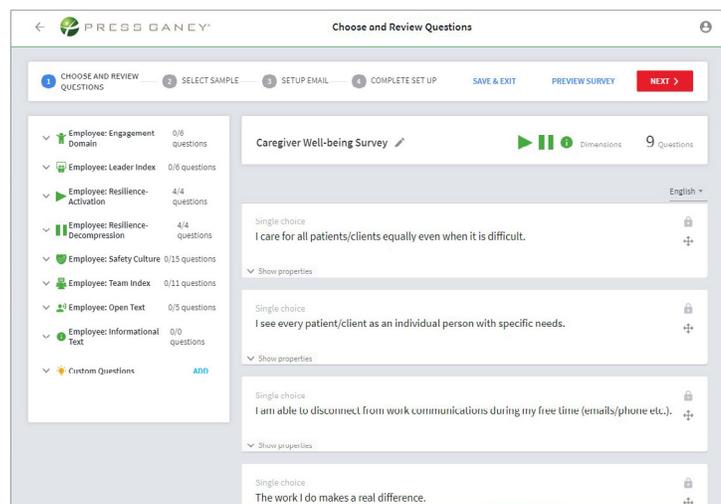
Available as an add-on option for current Press Ganey Workforce and Engagement Solution clients, the On-Demand Pulse platform helps you listen when the need for timely caregiver feedback arises (**Micro Pulse**) and at key milestones (**Lifecycle Pulse**), enabling you to:

- **Build and administer** your own pulse surveys complementing your annual culture assessments and impact pulse surveys
- **Leverage** a robust library of Press Ganey scientifically validated survey items and item sets, along with custom additions
- **Empower** talent management and organizational development leaders to deliver real-time pulse strategies
- Quickly **view, filter, and export** results using dynamic dashboards; refine results by hierarchy, demographics, or national benchmarks

### Micro Pulse Connects With Caregivers When Key Needs Arise

Continuously listen to leaders and teams to prove your commitment to critical caregiver needs such as safety culture, physician alignment, resilience during and away from work, and employee engagement across organizational, manager, and employee domains. Micro Pulse surveys can also be used to:

- Track progress on improvement plans or check in following a key initiative rollout
- Assess the readiness of segments leading up to or during organizational changes
- Quickly gauge setting-specific burnout trends at low-performing hospitals/clinics
- Solicit caregiver input to prepare for virtual town hall meetings or events
- Gather ideas to identify solutions to complex challenges



## It's Easy to Build, Administer, and Monitor Micro Pulse Surveys on Your Own

The flexible, user-friendly interface empowers your people leaders to easily set up, administer, and monitor pulse surveys in these simple steps:

1. **Choose** pre-built, validated Press Ganey pulse survey templates, build custom surveys, or add pre-built or custom items.
2. **Invite** key workforce segments based on your most recent engagement survey hierarchy.
3. **Schedule** your pulse survey dates and review your email communication.
4. **Review** your selections, launch your pulse survey; view real-time results as soon as the survey closes.

## Lifecycle Pulse Captures Feedback at Key Milestones: Onboarding and Exit

Since Lifecycle Pulse surveys remain active and administer automatically, you can continuously capture and monitor direct feedback at two pivotal stages – when caregivers are onboarding and when they leave your organization.

- **Onboarding** pulse surveys measure role clarity and determine success of training or mentoring programs within 30-60 days or 90+ days from a caregiver's start date
- **Exit** pulse surveys verify reasons for leaving and identify key exit themes
- Trend onboarding and exit results over time and filter results by date range

## A Comprehensive Approach to Continuously Build Engaged, Resilient Caregivers

On-Demand Pulse measurement alone doesn't drive change. Strategy and execution do. To accomplish this, the Press Ganey Workforce and Engagement Solution team provides:

1. Knowledgeable support from Press Ganey's workforce and engagement account team
2. In addition to providing guidance on your improvement journey, your Press Ganey engagement advisor will help your team develop a thoughtful, holistic pulse strategy that considers:
  - a. Measurement goal alignment
  - b. Appropriate survey frequency and recipients
  - c. Strategies to act on data and avoid survey inaction fatigue
  - d. Criteria to determine which HR employees will receive access to set up and administer their own surveys, and necessary guidelines to empower them
  - e. Recommended cadence by survey type and audience
3. Our Press Ganey Strategic Consulting team can also leverage their expertise and insights from the On-Demand Pulse surveys you deliver to help drive meaningful change in your organization.

## Schedule an On-Demand Pulse Demo Today

Contact your Press Ganey account team to schedule a demo with an On-Demand Pulse expert. Call 1-800-232-8032.

<sup>1</sup> The Engaged Caregiver: How to Build a Performance-Driven Workforce to Reduce Burnout & Transform Care. Press Ganey. Cabral, Joseph; Lee, Dr. Thomas H.; Wright, Martin. McGraw-Hill Publishing, November 18, 2019. <sup>2</sup> "The Role of Pulse and Annual Surveys in Your Workforce Engagement Strategy." Joe Cabral. Press Ganey blog. February 21, 2019