



How North Country Home Health and Hospice improved their clinical staff's satisfaction by 40%

North Country Home Health and Hospice Agency (NCHHHA) is a post acute healthcare provider in New Hampshire. Since 1971 NCHHHA has been providing the New Hampshire community quality home health and hospice care utilizing a holistic approach. NCHHHA strives to help their patient community recover and become more independent at home through the highest quality of clinical care.

 Time to Implement: **2 Weeks**  Voluntary Staff Engagement: **86%**

 Outcome: **#1 in caregiver satisfaction within North Country Healthcare**

Challenge

After participating in an employee satisfaction survey across their health system, NCHHHA was ranked last among their peers. As a result, NCHHHA needed to find ways to implement and improve effective communication from leadership to their remote caregivers while actively listen to the needs of their staff more frequently and on a consistent basis. NCHHHA's mission to provide quality home health and hospice care to their community starts with their care team. They began to look for solutions to help connect and engage their staff while they're out in the field caring for patients.

Solution & Outcome

Tallio's Talent Assist platform allows NCHHHA to streamline the way their clinical staff are recognized and informed while providing insights to leadership in real-time regarding the satisfaction and engagement of their caregivers. Thanks to the insights, improved communication, and staff recognition provided by Talent Assist, NCHHHA is pursuing deeper and more personal relationships with its field clinicians.

"Our staff love Talent Assist as we've seen more than 86% of our team voluntarily adopt and use the app regularly." - Tiffany Haynes, President of NCHHHA

Their goal of providing a better work experience and improving communication to their field staff is now simpler to achieve than ever. As a result, since implementing Talent Assist, their caregiver engagement has continued to increase which has lowered their yearly turnover by 13% in the first year.