

The NCH Way

As one of the leaders of healthcare in Florida, NCH Healthcare System has over 60 years of experience and 3,700 team members dedicated to providing quality care. With multiple locations and many employees working out-of-office, NCH needed an effective and measurable way to unite and recognize their employees. MTM's Carousel provided just that! NCH's online recognition platform, called *The NCH Way*, has made incredible changes to the company culture and provided an outlet for employees to thank one another.

Sharing the Recognition

With a live, real-time newsfeed showing recognition happening across the company, it's no wonder that NCH wanted to promote this program even more! *The NCH Way* is displayed on large monitors to show employees their value and give them another outlet to celebrate one another. "Monitors posted in cafeterias and physicians dining rooms help to remind our employees that they are being recognized and in a public way in front of their peers. And employees notice it!" said Gary Tomcik, NCH's Chief Experience Officer.

A Measurable Solution

Thanks to Carousel's full reporting dashboard, measuring recognition is easy. In fact, this was one of Carousel's biggest selling points for NCH. "We liked that we could track our recognitions. We had no idea if our previous program was working, but now we can actually see it in action," said Renee Thigpen, NCH's Chief Human Resources Officer. In the first 12 months after launching *The NCH Way*, there were over 76,000 employee recognition ebadges given out!



"One of the coolest things to happen is **people reaching out** to want a badge created to **recognize their employees**. We don't have to nudge, they come to us. It just helps to reinforce that it's **becoming part of our culture**"

— Renee Thigpen, NCH's Chief Human Resources Officer



Stepping Up

At the implementation and start of the program, *The NCH Way* admins Gary and Renee led the pack for recognizing their employees. "Now our frontline employees and middle managers are coming to the top of the leaderboards, both for achieving and for initiating recognition. It's part of our culture now. The employees love it." said Gary.

Helping Hand

When Hurricane Irma struck NCH's hometown of Naples, Florida in September 2017, the community was forever changed. NCH's employees worked endlessly to help those affected, day in and day out. A Hurricane Irma badge was created soon after to thank the helping hands who took action during and after the storm.