

# Continuous program adjustment supports evolving needs

## CHALLENGE

University Hospital Health System (UH) is a national healthcare leader with 28,000 physicians and employees. With several acquisitions in recent years, different recognition programs had been added into the mix. UH saw the need to institute a holistic reevaluation process so they could continuously enhance programs and consistently meet the organizations diverse needs and goals.

## SOLUTION

Inspirus helped UH measure key metrics and use that data to devise a new strategy that centralized programs, unified messaging and simplified administration. An enterprise-wide campaign – My UH Appreciates – was launched to encourage program participation and platform usage. Inspirus and UH review the program monthly, semi-annually and formally, to maintain alignment with their strategy.

## RESULTS

The re-launched program saw an increase in adoption and usage of the platform with **25% more desktop logins** vs. the previous month, **246% more e-cards sent** and **146% more mobile logins**. To date, continuous reevaluation has added **heat map reporting dashboards**, **video recognition** and **authority delegation functionality**.

E-cards sent increased

246%

validating the programs success