

Reduces turnover, increases leaders' efficiency, and improves employee engagement.

Frontline leaders are more efficient and effective with easy-to-use access to AI and advanced technology that drives retention

Challenges

- **55% turnover** within the **first three years** of employment and more than 35% within the first year alone
- The **legacy system** was **strained** by growth and lacked advanced technologies
- **Overwhelmed with data** and the **lack of visibility** impeded the ability to identify critical insights and create tangible actions
- **Burdensome workload frustrated nurse managers** and lowered productivity, especially for leaders with larger spans of control

Solution

- **Empower frontline managers** with the insights and reminders they need from the Laudio dashboard
- **Deploy Laudio's AI and automation** to contextualize a large amount of data, identify critical tasks, and encourage engagement
- **Improve communication and interaction** with staff using Laudio's rounding tool
- **Streamline workflows** with automated tasks and easier report creation

Early Results

Quotes from Champion Users

- **"With 80 employees, it was impossible to keep up** with life events, birthdays, and anniversaries. Laudio makes it possible."
- **"We can now measure turnover,** analyze time and attendance and bring other data to the HR dashboard."
- "I've been using the email function and am **already receiving positive feedback from employees.**"

Advance Technology to transform HR

North Mississippi Health Services (NMHS) is one of the country's largest rural nonprofit, independent health systems. Headquartered in Tupelo, NMHS' 7,000 full-time employees - at seven hospitals and 45 clinics, nursing homes, home health, and hospice care - serve 24 counties in north Mississippi and northwest Alabama. The health system earned the prestigious Malcolm Baldrige National Quality Award in 2012, and its flagship hospital received the award in 2006. NMHS focused on retaining top employee and managerial talent with a modernized HR solution that uses AI and automation to streamline workflows, drive engagement, and reduce turnover as part of its commitment to quality and reliability. The transformation began with an initial roll-out of Laudio's intelligent leadership solution at its main site, with phased implementations at other locations planned for late 2022.

“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



Making sense of the data

NMHS has enormous amounts of data, but they were missing a way to pull all that together and then create some actionable items around it. In addition to that, there was no one internally with the skillset to find correlations and produce actionable insights.

These factors prompted Sondra Davis, CHRO, and Kim Warner, Vice President of Human Resources, to look for a better solution targeted to a healthcare organizations' specific needs. **"Laudio only works in healthcare,"** Sondra noted. "That makes a huge difference."

Nurturing culture with better engagement

NMHS embraces a patient-focused, high-reliability culture, which resonates with employees, but Sondra and Kim wanted to do better addressing important aspects staffers need.

Nurse leaders and their employees need to feel like their work is valued and has an impact, but the business intelligence software the organization was using couldn't support that. A tool like Laudio helps create conversation points, so instead of a generic thank-you to the group, frontline leaders engage with individual team members in more meaningful ways: "Thank you for..." or "I've noticed that..." The solution also outlines the tasks managers should do every day. It's right in their dashboard feed, Sondra noted. **"That specificity changes frontline 'leaders' ability to establish relationships – and changes the culture."**

With Laudio, nurse managers can easily:

- Track how many contacts they've had with each employee at a glance
- Monitor key indicators like early clock-ins and -outs to inform conversations, drive accountability and engender a sense of fairness and equity,
- Get reminders about individual 'staffers' milestones and behaviors alongside suggestions for recognizing these actions, which improves retention and satisfaction.

“We tried doing it with business intelligence, but it was always so clunky, and by the time we got data to the frontline leader, it wasn't relevant anymore.”

Sondra Davis

Chief Human Resources Officer, North Mississippi Health Services

Investing in technology, investing in people

The decision to purchase new technology is never made lightly, especially during times of economic uncertainty and disruptive sector trends. When she took the request to others in the C Suite, Sondra made the case that modernizing the HR tech stack wasn't a cost but an investment in frontline managers and the organization's culture.

“That creates an opportunity to evaluate value differently and with more accountability than when it's a cost,” she added. Though it's still early days since their roll-out began, there is already a strong sense of value. Designated champions and nurse leaders eagerly anticipate deployment at their sites.

“Laudio allowed us to leapfrog over data hurdles within our organization with an easy-to-use portal backed by data science. It's not an HR tool, it's a system tool that will help us retain and engage managers and employees.”

Kim Warner

Vice President of Human Resources Officer, North Mississippi Health Services