



## BalanceWise IQ

BalanceWise IQ allowed one of our health care system clients to **listen** in real-time to their employees, understand how they were feeling and **get real-time feedback** not just on their **feelings** but also the **challenges** they were going through.



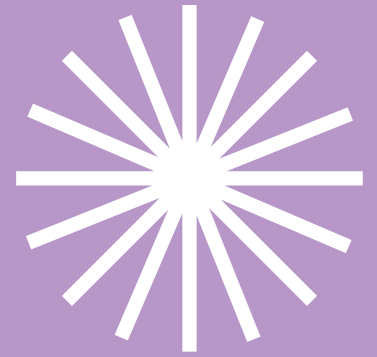


# BalanceWise IQ

## Client objective:

Our world-renowned medical healthcare system client was looking to move their patient engagement and experience teams from an office location to a remote and on-site locations.

Their plan is to **reduce the costs** of leasing building space while allowing employees to have **flexible working hours**. This initiative will enable this healthcare company to **better support their patients' needs** by allowing employees to adjust their hours as necessary.





## BalanceWise IQ

### Challenge:

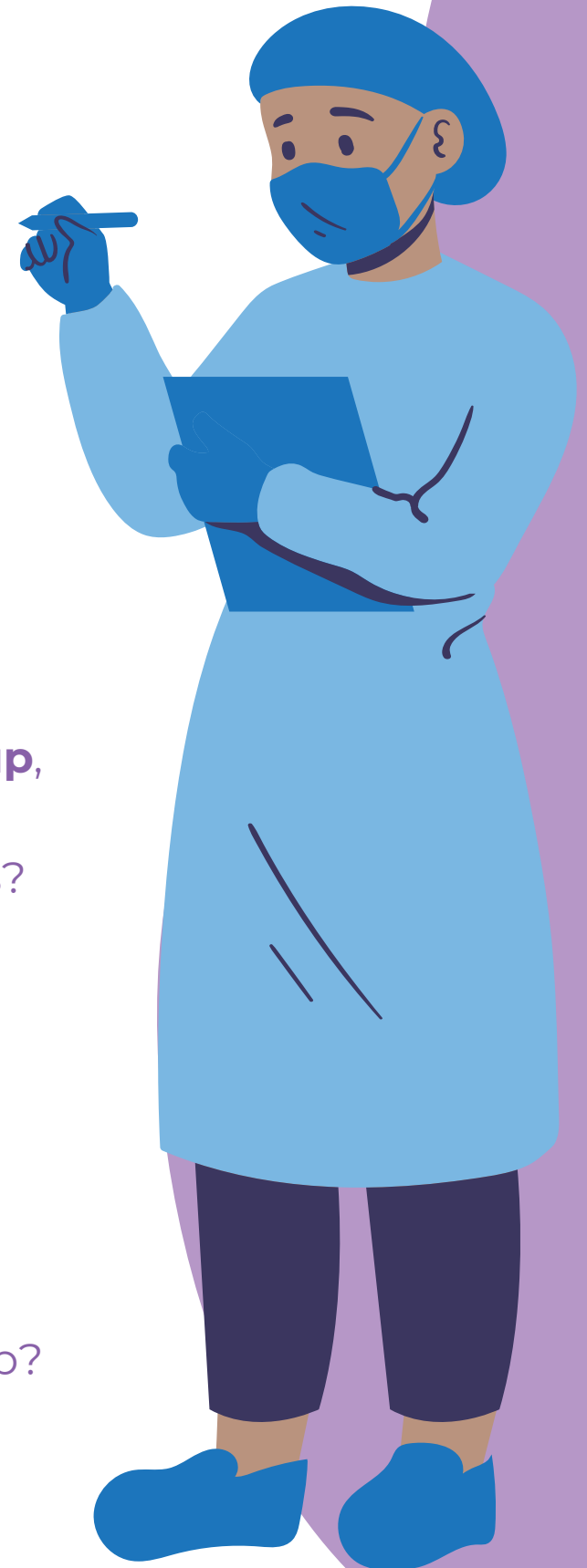
How could this world-renowned medical healthcare system **manage** employees working **remotely and on-site**?

Previously, they could monitor employees' activities and well-being by walking through the office and having daily conversations with team members and managers. In this new **hybrid setup**, how can management and employees **understand each other's feelings and concerns**?

If an employee encounters an **issue**, how can the healthcare system **identify and address** it to ensure the employee can provide an **excellent patient experience**?

Additionally, how can the system detect when employees might consider leaving for another job?

**Retaining valuable employees** is crucial for the healthcare system success.





# BalanceWise IQ



## Solution:

This world-renowned medical healthcare system decided they needed a way to **understand and listen** to their **employees**, and their **solution** was **BalanceWise IQ**.

BalanceWise IQ allowed them to listen to their employees in real-time, understand their feelings, and **receive immediate feedback** on both **emotional states** and any **challenges** they were facing.

This capability enabled the healthcare system to **manage in the moment**, understanding each employee's feelings and challenges.

This led to **reduced attrition and improved patient experiences**. The care and attention given to employees through BalanceWise IQ resulted in **better care for patients and their experience as a whole**.





## BalanceWise IQ

### Cost:

Hiring and training new employees is expensive, specially when **47% of employees in the US leave after their first year of employment.**

This world-renowned medical healthcare system invested 0.3% of each employee annual salary. And with a **small investment** they can **monitor** each **employee's motivation and emotions** weekly, **gathering feedback on processes and praises** for their work environment.





# BalanceWise IQ

If you want to know how BalanceWise IQ can change your company's results, please reach out to our team.

## Seth McCulloch

[smcculloch@transform-cx.com](mailto:smcculloch@transform-cx.com)

[410-703-8941](tel:410-703-8941)

