



Boston Children's Hospital Elevates Organizational Culture & Scales Digital Development with SurePeople's Predictive People Analytics

How The Top Children's Hospital in the U.S. Improves Employee Engagement, Drives Leadership Development and Builds High-Performance Teams

CASE STUDY



Ranked the number one pediatric hospital by U.S. News & World Report, Boston Children's Hospital (BCH) treats more children with rare diseases and complex medical conditions than any other hospital in the U.S. The 150-year-old institution also serves as the primary pediatric teaching hospital for Harvard Medical School.

"This is the place where the most difficult challenges are faced head on, where the impossible becomes possible," says CEO Sandra L. Fenwick.

BCH's mission to provide world-class care demands that its Human Resources Organization attracts, develops and retains the next generation of health care leaders. Evolving a high performing, "high reliability" culture that positively impacts patient outcomes is a strategic imperative.

BOSTON CHILDREN'S HOSPITAL

FOUNDED: 1869

EMPLOYEES: 10,000+

LEADER IN PEDIATRIC RESEARCH & CARE, BREAKTHROUGH THERAPIES AND PRECISION MEDICINE

RANKED TOP PEDIATRIC HOSPITAL IN THE U.S. IN 2019 FOR THE SIXTH YEAR IN A ROW BY U.S. NEWS & WORLD REPORT

"Boston Children's Hospital recently conducted our annual review of strategic Learning & Development initiatives to highlight the most important achievements. SurePeople's Predictive People Analytics was one achievement that has had the greatest impact on our organization. I wanted to pass along to your team our appreciation for the partnership that we have had over the past three years. Thank you for being such an important part of our success."

~ **CHRIS NEWELL, PSYD,**
SR. DIRECTOR ORGANIZATIONAL LEARNING & PERFORMANCE DEVELOPMENT

Harnessing the Power of Predictive People Analytics

While BCH has been at the forefront of using analytics to optimize individual and team performance, stakeholders increasingly were challenged by disparate data sets from a growing number of single-point technology solutions. Data gathering and analysis frequently required manual processing, resulting in prohibitive expense, prolonged cycle times and non-actionable insights.

SurePeople's cloud-based platform provided BCH with an advanced predictive people analytics solution that rapidly moved the organization from data analysis to insights to prescriptive action:

- For the first time, SurePeople integrated and synthesized three critical data sets to drive individual, team and organizational insights. These included **(a)** SurePeople's proprietary Prism psychometrics (who people are); **(b)** employee engagement surveys (how people feel); and **(c)** 360-degree competency data (how people behave).
- BCH correlated Prism psychometric data with employee engagement survey results to achieve precision insights and accelerate development actions in support of mission-critical employees.
- BCH used SurePeople's platform to document and scale individual development plans (IDPs) to support Joint Commission compliance requirements.
- SurePeople's platform enabled BCH physicians and nursing staff to engage in more meaningful development activities via personalized content and mobile digital tools.
- SurePeople's platform continues to serve as a powerful mechanism for team collaboration, content distribution and data capture, helping BCH define longitudinal data themes about employee engagement and organizational culture.



Ready to learn how SurePeople's Predictive People Analytics platform can drive ROI for your organization?

Contact us: 1-855-755-SURE (7873) solutions@surepeople.com

CASE STUDY



"SurePeople's platform and partnership has allowed us to focus on several areas critical to Children's future success, including raising the bar on our emotional and team intelligence, enhancing employee development and generating important data & insights which have allowed us to examine key traits for our most successful leaders."

~ **CHRIS NEWELL, PSYD**,
SR. DIRECTOR ORGANIZATIONAL LEARNING &
PERFORMANCE DEVELOPMENT

SUREPEOPLE DELIVERS MEASURED RESULTS AND ROI.

REDUCED VOLUNTARY TURNOVER BY 2.2% AND SAVED AN ESTIMATED \$2.5 MILLION FROM AN INCREASE IN RETENTION OF KEY EMPLOYEES IN AN INITIAL POPULATION OF 1,500

115% INCREASE IN EMPLOYEE ENGAGEMENT SURVEY PARTICIPATION

TWO-THIRDS REDUCTION IN SURVEY DATA ANALYTICS CYCLE-TIME

SIGNIFICANT **REDUCTIONS IN CONSULTANT FEES** DUE TO REAL-TIME DATA AND ANALYSIS AVAILABLE ON SUREPEOPLE'S PLATFORM

IMPROVED DEVELOPMENT PLANNING FOR MISSION-CRITICAL EMPLOYEES: **PROVIDING TOP MANAGERS WITH PRESCRIPTIVE INDIVIDUAL DEVELOPMENT PLANS (IDPS)**

STRATEGIC TALENT MANAGEMENT STRATEGY ALIGNED WITH ORGANIZATIONAL CULTURE