Health Catalyst

A Best Place to Work

Health Catalyst provides healthcare organizations with advanced tools and analytics to improve health care fundamentally.

The company was founded in 2008 in Salt Lake City, UT by a group of healthcare veterans with backgrounds in data warehousing and quality assurance.

The Best Place to Work

Today, Health Catalyst supports more than 65 million patients for organizations ranging from the largest US health systems to forward-thinking physician practices. It holds accolades including numerous best-place-to-work awards from outlets such as Modern Healthcare in 2013, 2014, and 2015, as well as other recognitions including "Best Place to work for Millennials, and "Best Perks for Women." It is recognized as the leader in the enterprise healthcare BI market in improvement by KLAS, and most recently in 2016, one of Gallup's 40 Global Great Workplaces.

Overview

In a rapidly growing firm that has transitioned from startup to 400+ employees in a few years, maintaining work-life integration and a high performing culture is necessary to ensure success.

Health Catalyst executives strive to:

- Transform healthcare.
- Be the recognized leader in data warehousing, analytics and outcomes improvements.
- Build a great firm.

This mission statement is an essential part of their fundraising efforts and has always been engrained in their culture.

Employees must ask themselves, "Is everything on my priority list each day contributing to at least one of these objectives? And if not, why not?"

Jeff Selander, Chief People Officer for Health Catalyst, explains how Motivosity helps his company live out this mission statement. He also discusses how his company maintains sustainable teams through periods of rapid growth.

Challenge

Health Catalyst started using Motivosity in 2014. At the time, the company had roughly 200 employees and about 75 remote team members, and was in a period of rapid growth.

Health Catalyst has always been a big champion of culture and needed to maintain a sense of unity and purpose during this exciting time.

One problem it faced was effectively and efficiently communicating with the entire team.

"We could no longer simply roll out into the hallway and have 90% of the team hear everything we say because we were getting big," Selander said.

Also, Health Catalyst was transferring out of its startup phase where every team member wore many hats.

> "I truly believe that there is value and hard return on investment from maintaining a culture."
>
> *Jeff Selander, Chief People Officer*

"We were starting to specialize in our work, such that, we didn't all have the same context about the entire business that we were used to, and that tends to put people in silos," Selander added.

The executive team wanted to avoid that as much as they could.

After searching for platforms to help with communication, Health Catalyst landed on Motivosity.

"The idea of linking the platform to our culture, values and attributes was very interesting and intriguing," Selander said. "It was enough for us to give it a shot."

Solution

Health Catalyst deployed Motivosity and according to Selander, "It's been a real success story for us."

Motivosity gives the leaders of the company analytics to review all of the connections across departments.

"Seeing healthy cross-pollination between departments and different functional areas is important to us," Selander said.

"The strengthening of our values is much more effective when you have folks that reach out across their typical workgroup to other groups to give appreciation and thanks. We see that," he added.

High values and healthy communication is a huge attribute to the firm's success.

"When we talk about Motivosity, and the ability to say thank you or appreciate somebody for living a company value, it gives us literally thousands of examples of little vignettes of how people are living and practicing that culture every day at Health Catalyst," Selander said

"If you have a strong set of core values and principles that you operate under, people are drawn to that," he continued.

Also, Motivosity gives team members an outlet to practice philanthropy. Health Catalyst allows their employees to donate their "Motivosity bucks" to a charitable cause that's close to their heart. They can also help fellow team members who need assistance.

Results

Health Catalyst earned a spot on Gallup's 40 Global Great Workplaces in 2016. The company's Co-Founder/Executive Vice President Tom Burton said that Motivosity plays a role in this honor.

Outcomes

Promoted Employee Engagement

4% Turnover Rates Compared to Industry Average of 10-20%

Increased Charitable Donations among Team Members

Created a High-Performing Culture

Tangible and Valuable ROI

"Motivosity has played a key role in helping us establish and maintain our culture as we have grown rapidly. It helps our team members reinforce our cultural attributes and operating principles on a daily basis. It's nice to have 3rd party recognition in awards like this one from Gallup, but the real value is in great employee retention and engagement."

This focus on engagement and culture has tangible benefits including increased referrals and decreased turnover.

Recently, two Health Catalyst team members passed away within a couple of weeks of one another. It was a trying time for the company, but they found ways to help, one of which, was using Motivosity bucks to donate money to their team member's families.

motivosity

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>
> *Jeff Selander, Chief People Officer*

> "Motivosity has played a key role in helping us establish and maintain our culture as we have grown rapidly. It helps our team members reinforce our cultural attributes and operating principles on a daily basis. The real value is in great employee retention and engagement. Thanks for all you do at Motivosity to help us use our culture as a huge asset!"
>
> *Tom Burton, Co-founder, Executive Vice President*

"We were able to use Motivosity as a mechanism for individuals to contribute their Motivosity dollars to these fallen team members," Selander said. "It made people appreciate their ability to use their dollars in a variety of ways, even the dollars they've earned."

"If you're able to drive strong engagements with team members, you're more likely to drive behaviors that are good for your company," Selander said.

He added that at least 40% of new employee referrals come from current team members.

"That's a data point I can refer to," he said. "If I'm getting 40% of the people working here as a personal referral, then I'm going to see much better retention and much higher quality workforce. And we're absolutely seeing that. We've grown with 100 new team members every year over the last five years."

As for turnover, Health Catalyst sees rates around 4%, which is much lower than the industry average of 10-20%.

Selander said, "We're able to hire very good people, and we're also able to retain very good people because of a lot of things we do. Motivosity is a part of that for us."

About us:

Motivosity is a software solution with a mission: to make people's work lives more fulfilling. Leading companies are turning to Motivosity because it works. It works because we get it - we understand the secret sauce of ingredients needed to have engaged and connected workers.

Questions?

We love them! Fire away.

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Quick Stats:

460

employees

98%

percent receiving regular thanks

15,292

Number of appreciations last 12 months

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