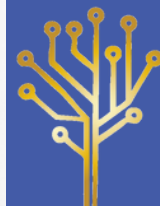


ESM CASE STUDY: HEALTHCARE

Mental health and lifestyle optimization clinic focuses proactively on employee health & performance

CLIENT PROFILE

- They are an advanced behavioural and medical health provider that is on a mission to empower individuals toward improved quality of life in a timely manner using breakthrough treatments
- 9 locations across 6 states and growing
- 120+ employees



THE SITUATION

Their nationwide expansion was fuelling the need for a scalable program to deliver proactive and holistic performance management training for both employees and patients to improve health, safety, and performance indicators.

THE SOLUTION

We worked alongside the CEO, Director of Wellness, and Director of Research to develop a wearable-based performance monitoring program to (1) reduce burnout rates and increase retention rates of clinic employees and (2) continuously monitor patient vitals and safety during and after treatment to improve quality of patient care services and subsequent patient outcomes.

THE ACHIEVEMENTS

Performance Pulses

We conducted Performance Pulses to identify sources and risk of low performance, as well as the current use of performance management strategies including wearable devices and mobile apps.

Performance Training

We identified gaps in the existing employee performance program and developed tailored training focusing on the latest evidence-based performance management strategies to complement existing tools and practices used by employees to increase performance and engagement.

Performance Monitoring

We developed a continuous performance monitoring program using wearable devices to monitor vitals, stress, and sleep to predict the risk low performance at work.

Grant Submission

We worked with an interdisciplinary team to co-write and submit a grant value at \$2.25M to implement the ESM performance program to help people improve overall performance in work and life.