

Industry: Healthcare | Employees: 42,000 | Area: United States

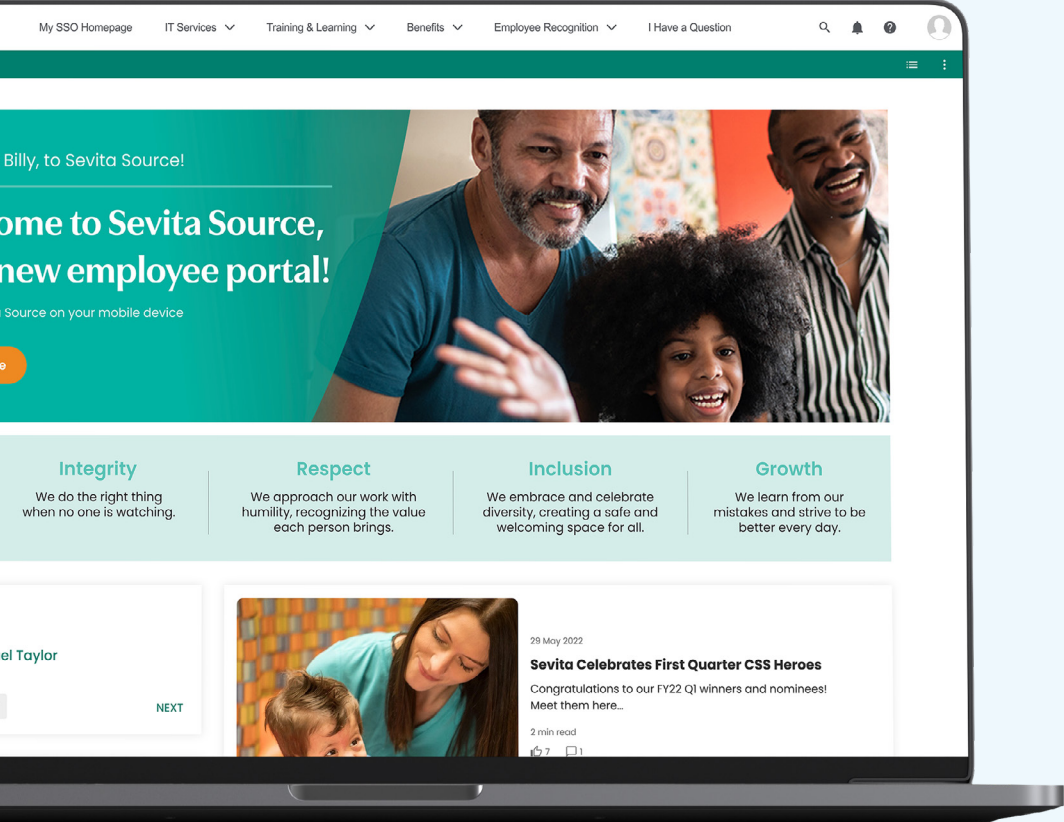
Intranet Case Study

Sevita's employee engagement transformation with Oak Engage

Sevita™

oak
engage

Using the Oak Engage platform and team support, Sevita has delivered an intranet, aptly named Sevita Source, to Sevita’s 42,000 employees. It’s a one-stop resource centre and communication platform. It meets employees, many of which provide direct health care, where they are, whether in an administrative office, direct care work location, or out in the community with the individuals they support.



The Results



84%

adoption among 42,000 employees



Aherance to

federal and state regulations



More efficient

HR operations

The Challenge

Before Oak Engage, Sevita's intranet was outdated – it had limited search capabilities and was only accessible by the 20% of employees who had a company-issued email address. The company's benefits portal, which housed the HR help ticketing system, was also being discontinued. The reliance on cascaded communications left a significant number of employees without important updates and news. A new onboarding experience to combat high turnover in the industry was also desired. It was essential to find one system that could meet all these needs so employees had a one-stop resource centre at their fingertips.



Sevita selected Oak Engage as a clear winner. They were the only vendor that checked all the boxes of what Sevita needed. When Oak Engage stepped in during COVID to create a product to meet the high demands of the healthcare industry, the Sevita team knew Oak was the right team to help solve their other internal communication issues.”

“It’s a triple threat. Oak delivered a COVID reporting platform, a HR help desk and an intranet that brought together essential tools and services now available to Sevita employees.”

Liz Flynn, Communications Director, Acquisitions and Special Programs at Sevita

The Solution

Our journey began with the rapid deployment of COVID reporting due to the pandemic's emergent demands. Oak were able to tailor the system to meet the needs of the many and varied state requirements. **The platform allowed individuals to easily report vaccine status or request an exception, and also allowed managers to easily run the reports they needed to make sure we were in compliance with regulators and were keeping the individuals we serve and our employees as safe as possible. It also meant we could share needed information with our regulators on demand. This has added exceptional value.**

Afterwards, we initiated the rollout of the HR ticketing system and the intranet in three strategic phases spanning across the entire company which launched in August 2022.

Given the absence of a dedicated intranet manager at Sevita, **we opted for a platform that could easily be managed by content managers with little or no experience, highlighting the platform's user-friendliness.** Currently, thirty content managers administer the platform, facilitated by a specialised area on Sevita Source, enhancing collaboration and resource sharing.

STAFF DIRECTORY

NEXT

Notices

COVID-19 vaccine status.

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News Article

2022 Company Update.

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News Article

Mentor Network becomes Sevita.

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News Article

How do you like our new employee intranet?

It's great, I love it!

It's fine.

I don't like it.



Leader Message

"Sevita is rich with talented individuals like you, who take



Meet them here...

2 min read

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18 May 2022

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My News



Liz Flynn
6 days ago



@AllEmployees, Sevita employees should report their current COVID-19 vaccine status using the Sevita Source...

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View Post



Graham Taylor
6 days ago



@People Managers, Starting 5/6/2022, managers and supervisors will be able to see if an employee has a GL Split cost set up...

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View Post



@People



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One single source of truth

Sevita Source now serves as the central hub for employees. It offers role-specific news updates, a regularly updated company directory, version-controlled policies and other important documents, a comprehensive onboarding experience and an interactive 'I have a question' page. This gives employees one location to ask HR or IT a question, should they not be able to find the answer in resources on Sevita Source. Recognising our diverse workforce, our benefits page was expanded to show benefits to non-benefits eligible employees, such as employee discounts and recognition tools. Furthermore, **people are now only receiving information that is relevant to them, increasing impact and cutting through the noise.**

Oak's capability to integrate data from legacy systems while offering dynamic group formation options was pivotal. We transitioned vital communications to Sevita Source, positioning it as the primary information hub. Group pages can be created in an instant and this enhances engagement, allowing for broader document access and fostering collaborative workspaces. Group pages, such as those for content managers, people managers (any employee with a direct report), HR managers and our talent recruitment team have allowed us to expand access to documents that were once circulated only via email. Calendars and chat spaces also boost engagement for these groups.

A new onboarding experience

Oak has allowed us to create a completely new onboarding journey for our people. Homepages for prestarts, days 1–30 and days 31–60 guide an employee through their onboarding and shows them information relevant to them in their role. Acquired employees (employees joining us through a merger or acquisition) will see their own specific homepages to help transition them into the company and provide much needed guidance and clarification in often tight timeframes.

Our onboarding processes and COVID reporting turned the platform into an essential touchpoint. Moreover, by shutting other outdated platforms and redirecting to Sevita Source, it was established as the go-to employee resource centre. **Engaging representatives from all levels of the organisation in workgroups for the various areas ensured the platform was truly built by employees, for employees.**

Performing better as a business

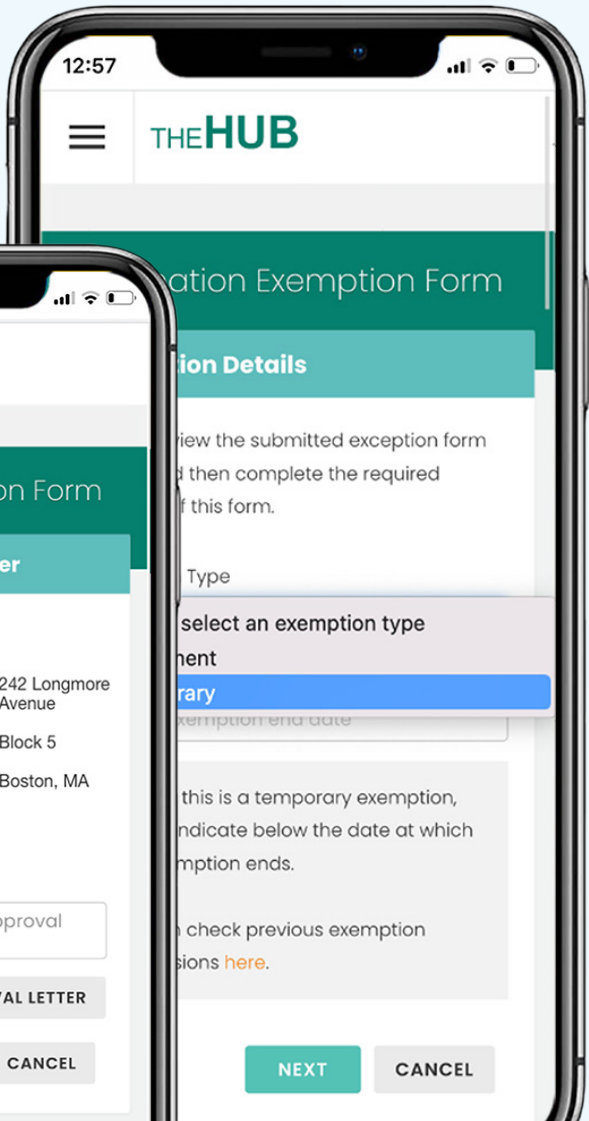
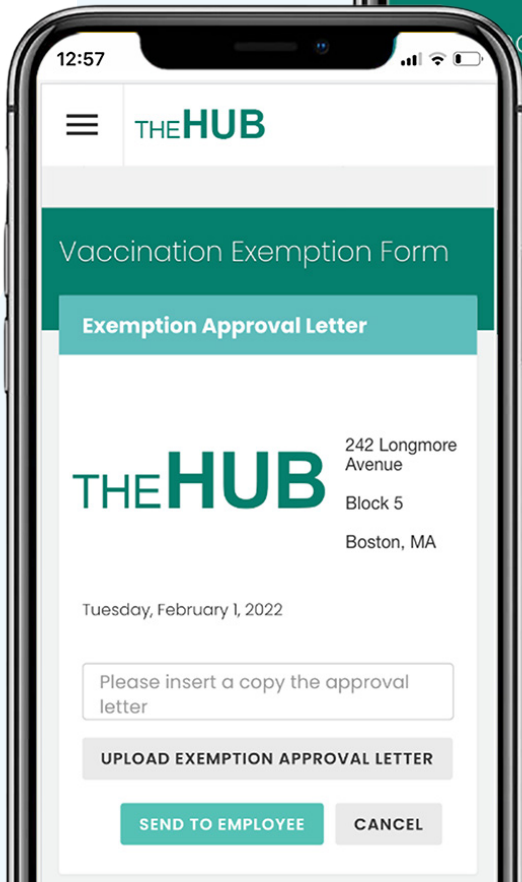
Post implementation, we observed a really positive shift. Not only did Oak enhance the employee experience, but managers also saved countless hours answering questions and tracking down resources for their team members. It also has given us one central place for important policies and resources that are essential for our compliance as a healthcare provider and our mission to offer adults, children and their families innovative, quality services and support that lead to growth and independence, regardless of the physical, intellectual or behavioural challenges they face.

Results

The results speak for themselves. Our industry is a remote workforce with high turnover, so to have **84% of our workforce** (35,662 employees) active on the platform is a success, especially when the majority are direct caregivers, historically a challenging group to connect with directly. The search functionality is also exceptional, which makes it a very user-friendly platform without having to be familiar with the structure – something that is important for those who are not usually on a computer or use applications.

Facilitate easy reporting for vaccine status and enables managers to generate essential compliance reports

Oak has streamlined our adherence to federal and state regulations. The platform's intelligent filtering system understands the viewer's profile thereby customising reports based on office, state, or region to assess compliance effectively. This is especially important in a healthcare environment, where regulations may vary. So far, there have been 78,000 vaccination record submissions and 13,000 test results recorded.



Transition a workforce of 42,000 people onto the Oak Engage platform, targeting at least 80% adoption among employees.

Implementing Oak marks a significant step in unifying our workforce on a single platform. With 84% (or 35,662 employees) logging in, we've surpassed our initial target.

Replace our discontinued HR portal with an integrated HR ticketing system

Oak has paved the way for more efficient HR operations and has saved valuable time and effort. The 'I have a question' page resonates with our workforce and has received an impressive 39,072 unique views since it was launched. The ease of raising tickets and its accessibility is also evident with a remarkable 53,702 tickets filed.

Establish a singular platform for employees to ask questions, access training materials and foster connections among themselves.

We've successfully bridged gaps and created a space for employee interaction and collaboration.

Provide an engaging onboarding process, addressing the industry's challenge of high turnover rates.

Implementing Oak has allowed us to completely transform our onboarding experience. This has had a hugely positive impact.

Update and maintain version control for company-wide documents, including our Code of Conduct and essential policies.

This ensures consistency and accuracy in our operations and that we remain compliant.

Positive employee feedback

Recent user experience tests have reflected overwhelmingly positive feedback. We followed a handful of deskless employees as they navigated through Sevita Source and also surveyed employees regarding their experience. We also have a feedback form for comments and questions. Suggested improvements are brought to the content managers and governing board and dozens of improvements have been made as a result. We also measure success through Oak's in-depth analytics which provides visibility across the entire company to make data-driven decisions and to make sure we're always compliant.

“Thank you to those who created this! We definitely needed a more modern, up to date, one stop shop that we can all go to and refer people to.”

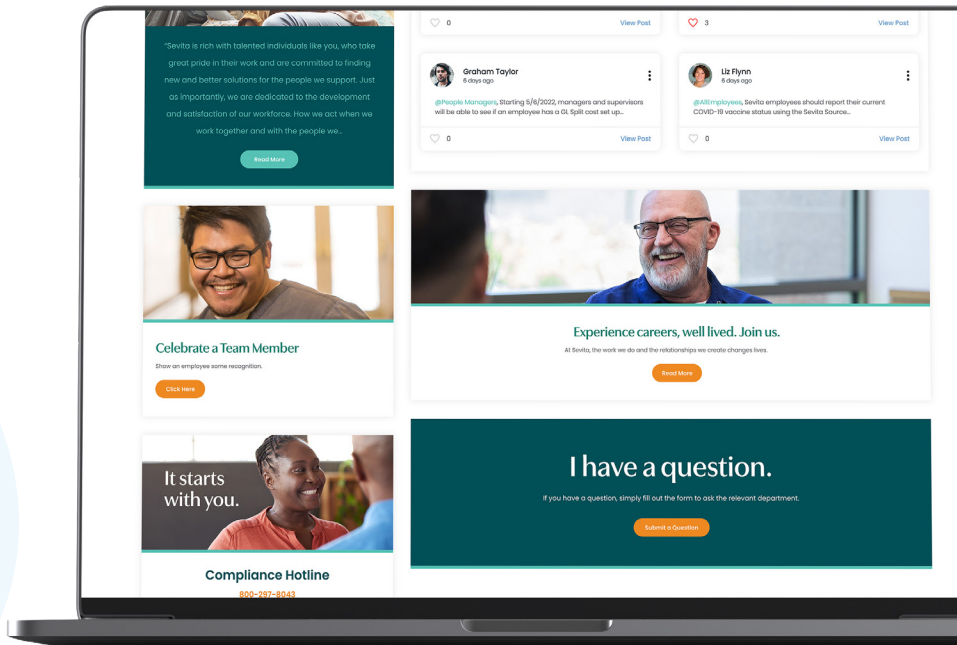
Regional Manager

“I love that when I am visiting my team at a group home and they have a question about benefits, a policy, or something else I can pull up Sevita Source on my phone and find the answer.”

Program Supervisor

What's next for Sevita?

We are getting ready to launch a news digest, leveraging AI to update employees with news they may have missed on Sevita Source. Oak Engage's Smart Delivery means content is personalised to the individual, so they only receive information that is relevant to them. We currently manually send a similar communication, but only to managers (1/6 of our employees). This will further reduce our reliance on cascade communications and point more people to Sevita Source.





A better way to
**mobilise, motivate
& engage your people.**

An award-winning employee engagement
and intranet solution.

What we do

Oak Engage delivers next generation curated content across a modern intranet and employee engagement app. We empower internal comms teams to surface relevant content, to the right people, at the right time.

Our mission

We're here to make communication simple.

We believe there is a better way to use technology to engage employees, cut through the noise, and inspire action that puts people at the heart of organisations.

Trusted by the world's biggest brands

Sevita

FIVE
GUYS

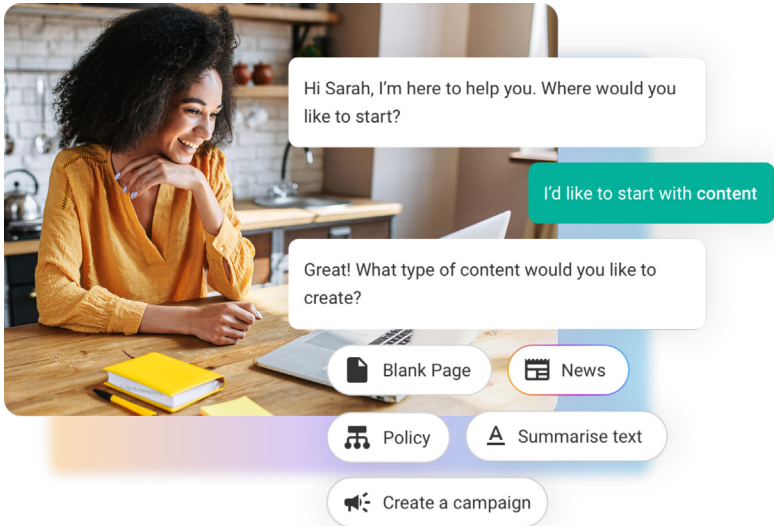


NHS

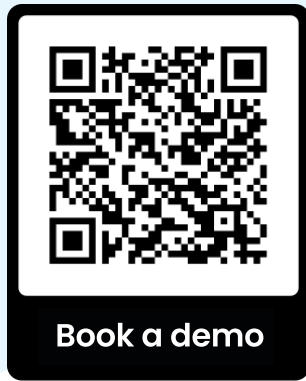
boohoo



Severfield



Get in touch today to see how we can transform your employee communication experience at www.oak.com



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