CipherHealth
Empowering Staff for Better Patient Care

Your staff's well-being is the foundation of great patient care. Studies indicate that structured leadership rounding enhances staff satisfaction and morale through regular, meaningful interactions.[1] A staff rounding program offers a proactive way to connect with employees, monitor their safety and satisfaction, and foster a supportive workplace. Without these touchpoints and insights, burnout and turnover can rise, impacting patient care and increasing operational costs. With CipherHealth's staff rounding technology, hospitals and healthcare systems can ensure their employees feel acknowledged and valued by powering consistency, proactive service recovery, and data-driven insights.

Proactive Support for Staff Well-Being

Henry Ford Health, with over 2,300 beds across Michigan, expanded its wellness rounding program using CipherHealth's CipherRounds to proactively support their staff. Since its launch, over 75,000 wellness rounds have been conducted, offering emotional and psychological "first aid" to team members, helping to alleviate stress, address personal challenges, and provide resources such as coaching and Employee Assistance Program (EAP) services. The program's success led to a system-wide rollout.

Key Results

75,084
frontline staff rounded on

975
EAP referrals for additional support

10,469
leaders rounded on

1. https://www.nurseleader.com/article/S1541-4612(20)30099-9/abstract

CipherHealth

Every patient is unique. Know them all.

Advancements in Patient and Staff Experience

With 400 locations across Kentucky and Southern Indiana, Norton Healthcare implemented CipherRounds to create an "always on" feedback and employee rounding system to enhance both patient and staff satisfaction. CipherRounds provides Norton's leadership with real-time insights, allowing them to quickly identify and address issues that impact satisfaction and retention. By analyzing feedback data, Norton can correlate patient experience metrics with employee retention trends, pinpointing areas for improvement. This data-driven approach allows leaders to build a culture of accountability and support.

Key Results

15%
increase in patient and staff satisfaction scores within one year

Comprehensive
reporting that links patient experience and employee retention metrics across the system

Improved
staff efficiency by reducing duplicated efforts

Enhanced Nurse Workflow and Satisfaction

A 160-bed urban hospital set goals to improve patient experience, reduce costs, and manage population health: the triple aim of healthcare. Leadership prioritized staff satisfaction, understanding that by optimizing the nurse rounding process, they could profoundly impact both patient and staff experiences. They implemented CipherRounds to streamline workflows and assess the technology's effect on nurse efficiency and satisfaction. Digital rounding proved successful in enhancing issue resolution and staff satisfaction, leading to a system-wide rollout.

Key Results

56%
improvement in nurses' effectiveness at resolving issues

Increase
All survey categories exceeding a 3.5/5 rating by 120 days, with at least a one-point increase across categories

55%
increase in nurse satisfaction with the rounding process self-report needs

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