



8 ways healthcare organizations achieve breakthrough results with Jive

Jive has a multitude of uses in healthcare. Here are some of the most powerful.

Jive is a complete collaboration hub and enterprise social network, powering a wide range of essential functions and processes in leading healthcare organizations worldwide. Customers report that Jive has helped them align their organizations from clinical staff to top management; unleash secure high-performance collaboration within and across teams; capture and capitalize on institutional knowledge; and drive new levels of employee engagement and retention. The numbers speak for themselves:

15%

Higher productivity

34%

Less time finding experts and knowledge

38%

Improvement in employee job satisfaction

24%

Reduction in turnover

30%

Reduction in onboarding time

These are actual measured impacts from hundreds of Jive customers, verified by independent researchers.

Below, we'll explore eight top Jive "use cases" that have helped healthcare organizations achieve these breakthrough results.

Internal communications

Secure collaboration

Nurse onboarding

Strategic alignment and M&A

Knowledge and best practice sharing

Departmental portals

Help desk and support

Learning and continuing education

Internal communications

The challenge

Traditional internal communications (email, static intranets, posters, printed newsletters) are just too easy to miss or ignore, leaving healthcare organizations unable to reach their entire workforce. This is especially true of clinicians who are too busy to read every email, or may not even have a company email address. And even when communications are received and seen, they often fail to fully engage, inform, and motivate staff.

Jive solution

Jive's secure, HIPAA-complaint solution provides a safe, modern, and effective way to reach all staff across healthcare organizations and networks with personalized, captivating communications that employees readily consume. Jive goes beyond one-way, top-down communications and enables authentic dialogue that drives engagement and buy-in. Real-time metrics analyze penetration and impact.

How it works

- Jive enables internal comms teams and company leaders to quickly and easily publish compelling, eye-catching announcements, articles, and blogs, which instantly appear on the personal news pages of every employee – including clinicians using mobile devices. Everyone gets the news in a can't-miss, highly readable format.
- The comms team and departmental/team leaders can target specific audiences based on department, role, and location – ensuring that employees get news that's important to them and aren't bombarded by irrelevant items.
- People can comment, ask questions, and discuss, building understanding and consensus. They can like and share, spreading and amplifying the message.
- While traditional comms channels give no clue as to whether the message is being received and getting through, Jive's real-time Impact Metrics show who's reading and how they're responding, providing critical feedback that comms professionals need to verify and improve their effectiveness.
- For very high-priority communications and emergencies, Jive's Urgent Notifications feature can be used to instantly alert employees via highvisibility channels such as mobile text and voice messages.

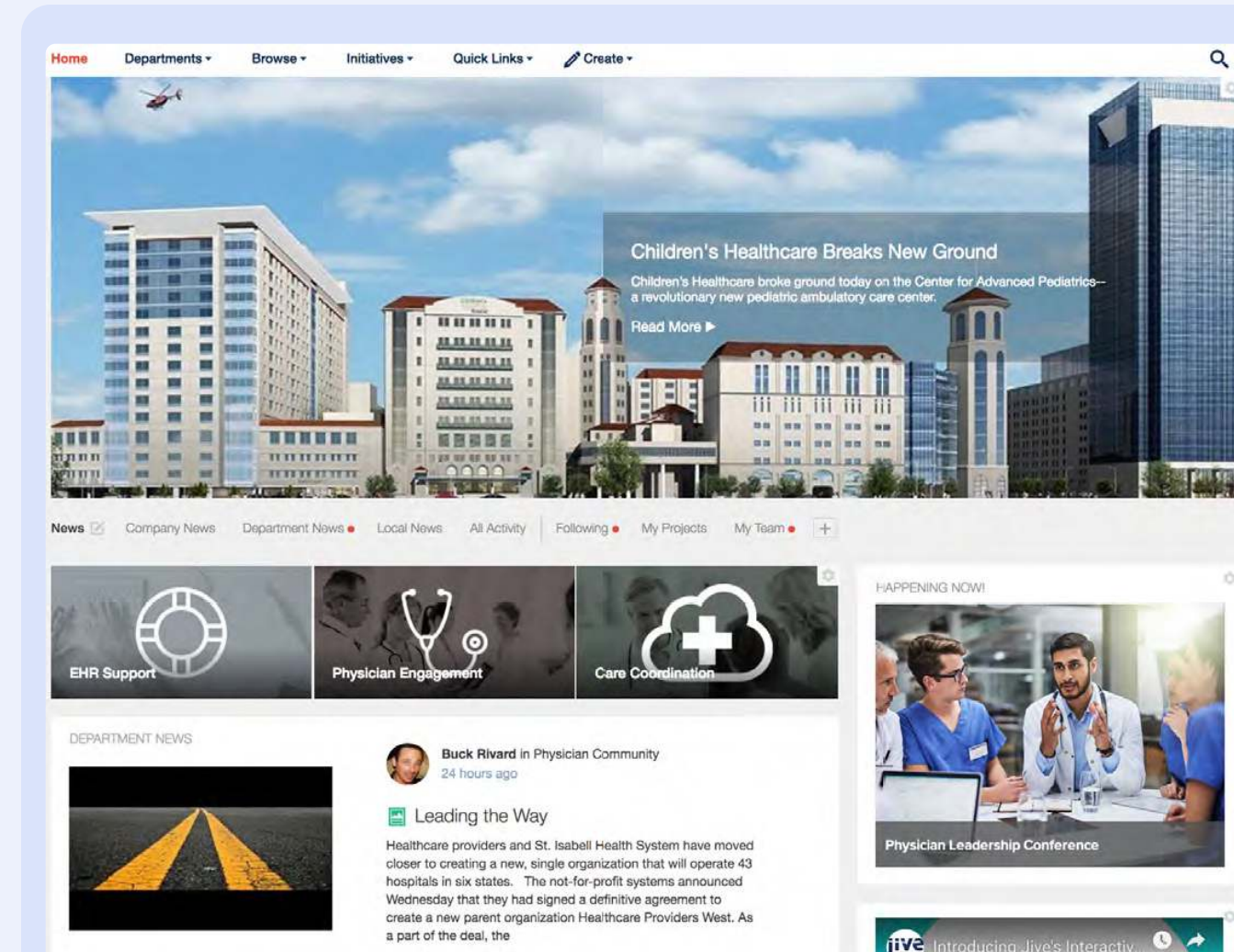
Internal communications

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Knowledge and best practice sharing



Even when not at their desk, physicians and other clinical staff get all the news securely on their smartphone or portable workstation. They can read, respond, and fully participate like everyone else.

Benefits

- Even when not at their desk, physicians and other clinical staff get all the news securely on their smartphone or portable workstation. They can read, respond, and fully participate like everyone else.
- Increased employee engagement = improved productivity, morale, and retention.
- Cost savings due to reduced need for meetings, in-person events, webcasts, newsletters, and other production-intensive communications.

Example

A major Midwestern health system uses a Jive interactive hub to communicate and engage with tens of thousands of employees across dozens of locations. In less than a year, Jive helped drive a new level of alignment and cohesion among clinicians and other staff.

Secure collaboration

The challenge

Healthcare collaboration is fractured across dozens of special-purpose apps and environments, including electronic health record (EHR) systems, document collaboration, messaging, email, file sharing, content management, conferencing, paper documents, and inperson meetings. There's no central place to find, track, coordinate, and contextualize all the activity and information around particular processes or projects. Employees spend an inordinate amount of time just trying to connect dots, often duplicating efforts and making costly errors.

Jive solution

Jive provides a secure, centralized collaboration hub that brings together all people, content, conversations, and assets in one accessible, easy-to-use environment. It's a single, organized place to meet, plan, execute, and stay in sync. It supports collaboration at every level: within teams and departments, and across entire provider organizations and affiliated networks.

How it works

- Clinical and business users can quickly and securely set up new collaboration spaces, invite participants from across the organization and beyond (including permissioned affiliated network staff), and pull in content from a wide range of systems (content management, productivity, policy and procedures, file sharing, etc.), enabling everyone to see, share, discuss, and act on the information.
- Participants can quickly find key docs, connect with teammates, view team calendars, see the latest content and conversations, ask questions, and get answers.
- Activity streams, Jive inbox notifications, and email notifications (and multichannel urgent notifications if desired) keep all collaborators informed of the latest developments and activity.
- Physicians and remote clinical staff can fully participate via the Jive mobile app.

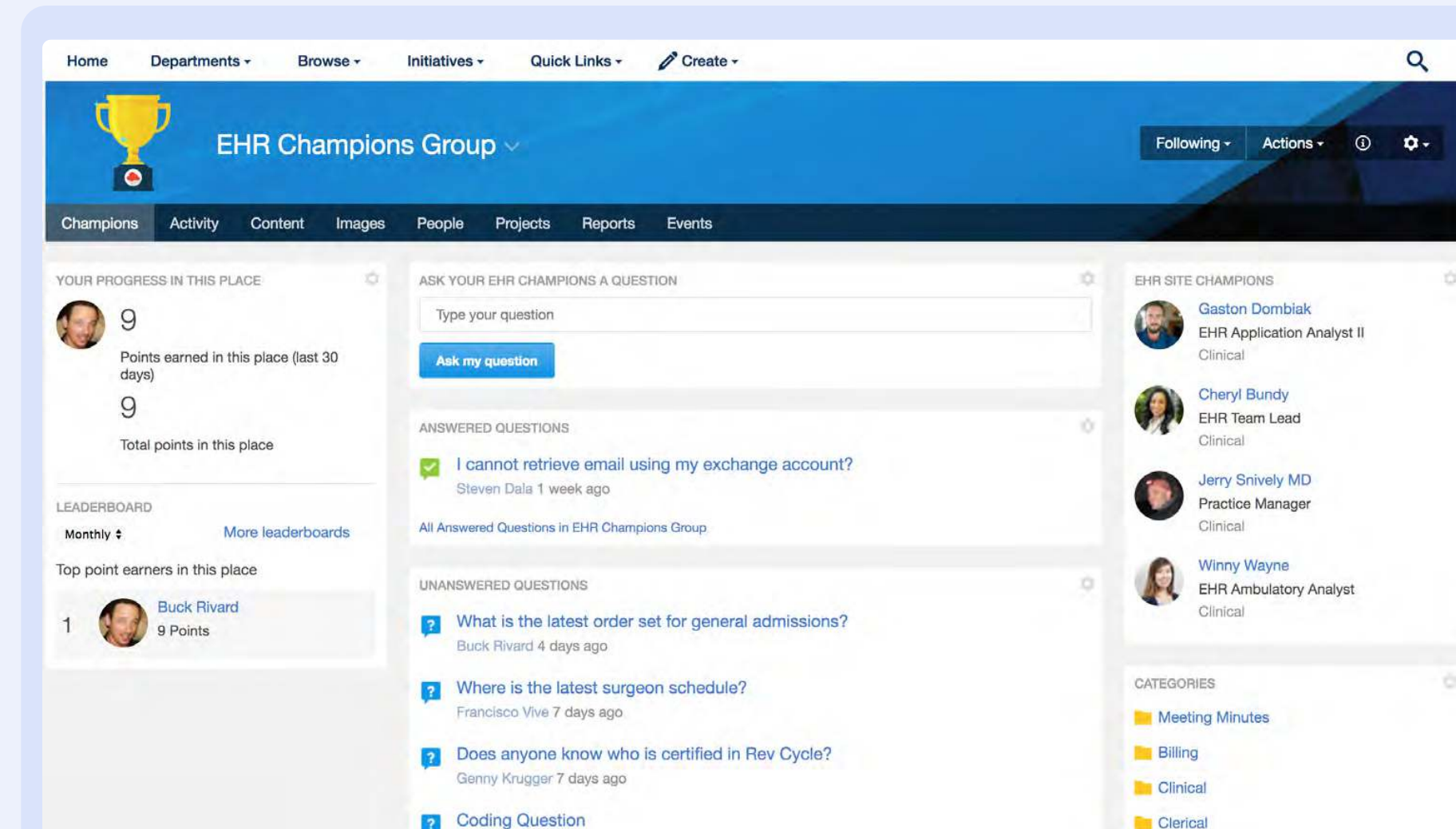
Secure collaboration

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Departmental portals



Jive collaborative spaces bring together all the people, information, and resources needed to plan and execute any project or initiative.

Benefits

- Heightened productivity.
- Improved care collaboration, better patient care.
- Greater efficiencies, resulting in lower costs.

Example

The largest healthcare system in the U.S. uses Jive as a collaboration and communication hub for hundreds of thousands of employees working at nearly 2,000 facilities. The collaboration hub has helped improve access to care for millions of patients, while increasing productivity and reducing costs.

Nurse onboarding

The challenge

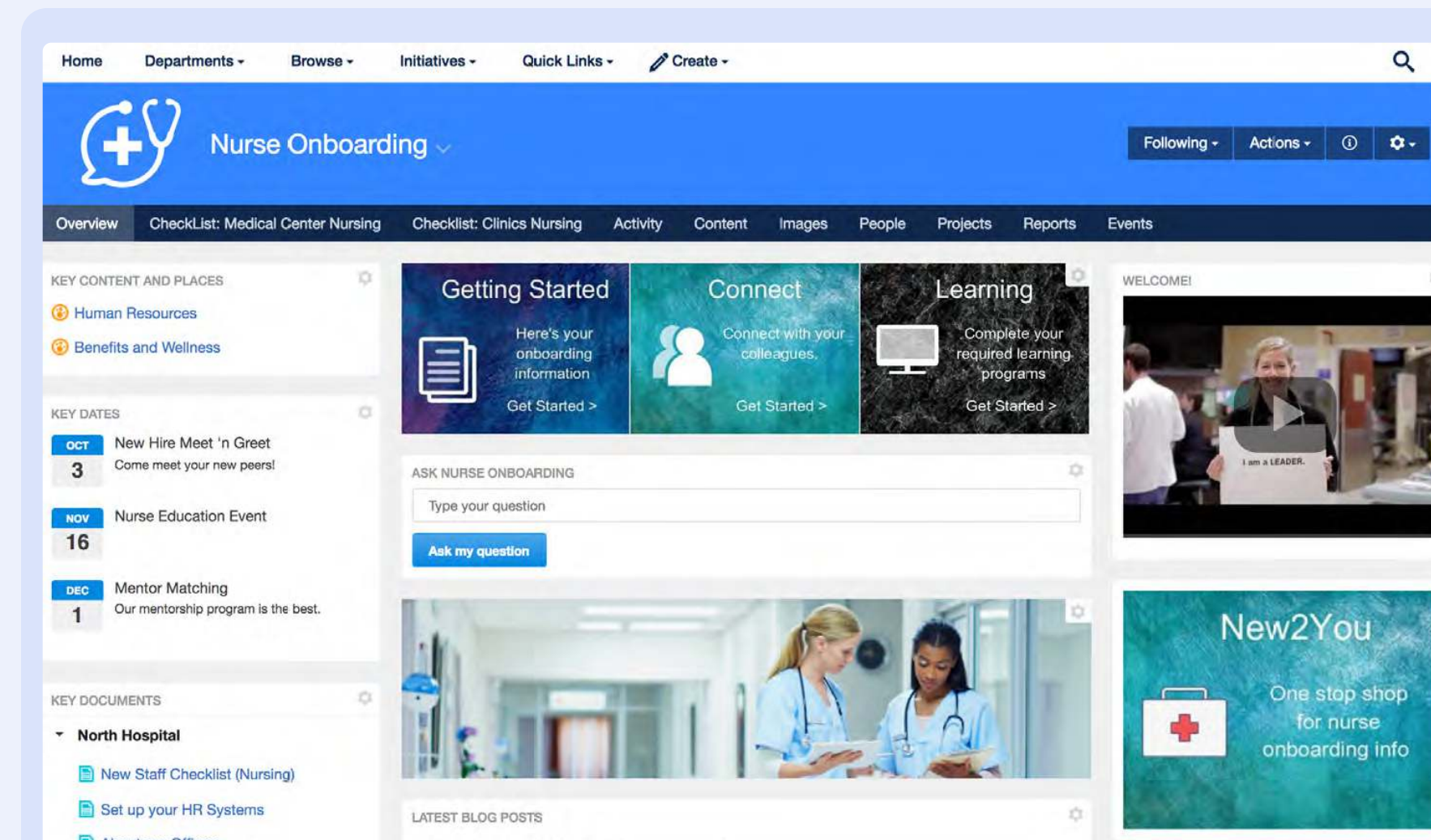
Turning new nurses into fully productive clinicians can take months using conventional methods. Typical onboarding provides a basic introduction to policies, administrative procedures, organizational structure, and the like, but does little to help new hires get into the flow of their actual jobs – building relationships, learning their roles, assimilating into organizational culture, and getting up to speed on procedures and practices.

Jive solution

Jive is a highly engaging platform for traditional structured onboarding, but it goes much further than that. It's also an employee community and digital workplace – providing an immersive introduction to people, organizational culture, and actual procedures and practices. It enables new nurses to plug into their teams and departments, get to know their teammates, get guidance and mentoring, and start contributing immediately.

How it works

- Jive provides an immediate overview of the organization: news, people, trending topics, organizational structure, company culture, and more.
- Jive makes it easy to find, follow, and get to know colleagues – developing networks and working relationships critical to job effectiveness.
- New hires can dive right into groups and project spaces to connect with their teammates and get up to speed on key policies, procedures, and projects.
- Jive offers easy self-service access to training materials (including videos and other media), HR docs, and benefits info.
- Quests and missions can be used for highly engaging, structured learning.
- Jive makes mentoring and on-the-job learning a natural part of everyday work, accelerating nursing development and upskilling.
- Nurses can ask questions and get fast answers from HR and from peers.
- New nurses can do all this as soon as they're hired, even before setting foot in the physical workplace.



Jive provides new nurses with everything they need to quickly get oriented, connect with teammates, find answers, and start doing their jobs.

Benefits

- Faster onboarding, which results in shorter time to productivity
- Better onboarding experiences = higher engagement and lower attrition (studies show that onboarding experiences can have a big effect on long-term retention).
- Lower onboarding costs: reduced need for in-person orientation/training/support.

Example

A leading health system serving the Western U.S. uses Jive to onboard and mentor its large nursing staff. The result is a significant speed-up in onboarding processes, along with big cost- and time-savings due to reduced need for class instruction and in-person training.

Strategic alignment / Mergers and acquisitions

The challenge

Many healthcare leaders struggle to steer their organizations through major changes such as mergers and acquisitions, restructurings, management changes, strategic initiatives, and new service lines. Using conventional methods, it's difficult even to reach the entire workforce, much less manage the complex actions needed to effect companywide changes.

Jive solution

Jive isn't just a high-reach, high-engagement channel for communicating change initiatives; it's also a powerful platform for coordinating and executing those initiatives, providing the necessary planning, collaboration, training, and support resources needed to drive organizational success.

How it works

- Transformation and communications leaders can keep employees informed and in step with change initiatives using timely, high-impact communications precisely targeted to specific audiences (as described in the internal communications section above).
- Those communications can, in turn, link to team, project, and support spaces in Jive, where employees can get the guidance, resources, and training needed to play their part in change initiatives, and where they can collaborate with others to carry out the plan.
- Jive is a central environment for integrating organizations during and following mergers and acquisitions. It's one place where everyone can come together to forge a common culture and sense of mission, share knowledge, and mesh practices and processes.

Strategic alignment and M&A

Knowledge and best practice sharing

Departmental portals

Help desk and support

Learning and counti



Benefits

- Faster execution of change initiatives minimizes clinical disruption and improves outcomes.
- Better integration of organizations is a key to M&A success (an inability to fully integrate, conversely, is often cited as the number-one reason many M&As fail to meet expectations).
- Higher engagement and better understanding among employees increases buy-in and reduces attrition.

Example

A large regional health system, which grew through acquisition of community hospitals, used Jive to rapidly align the staff, processes, and procedures across the merged organizations. While it took nearly a year to integrate the organization's IT infrastructure, employees were able to connect, forge a common culture and work together effectively much sooner, thanks to a Jive.

Knowledge and best practice sharing

The challenge

Institutional knowledge is a critical asset for healthcare organizations, but they have no easy way to capture, remember, and share it. Expertise, ideas, and learnings are trapped in the heads of employees, in siloed systems, and isolated conversation threads. Critical information is soon forgotten – and lost forever when employees change roles or leave the organization. The result is “institutional amnesia,” which costs organizations billions of dollars in lost productivity and can negatively impact patient care.

Jive solution

Jive captures communications and content from tools and channels across the organization and turns it all into permanent institutional memory that’s searchable, accessible, and usable by the whole enterprise. It helps employees quickly discover the colleagues and information they need to know, so organizations can fully leverage their knowledge investment and get smarter over time. Even when people change roles or leave the organization, their knowledge stays.

How it works

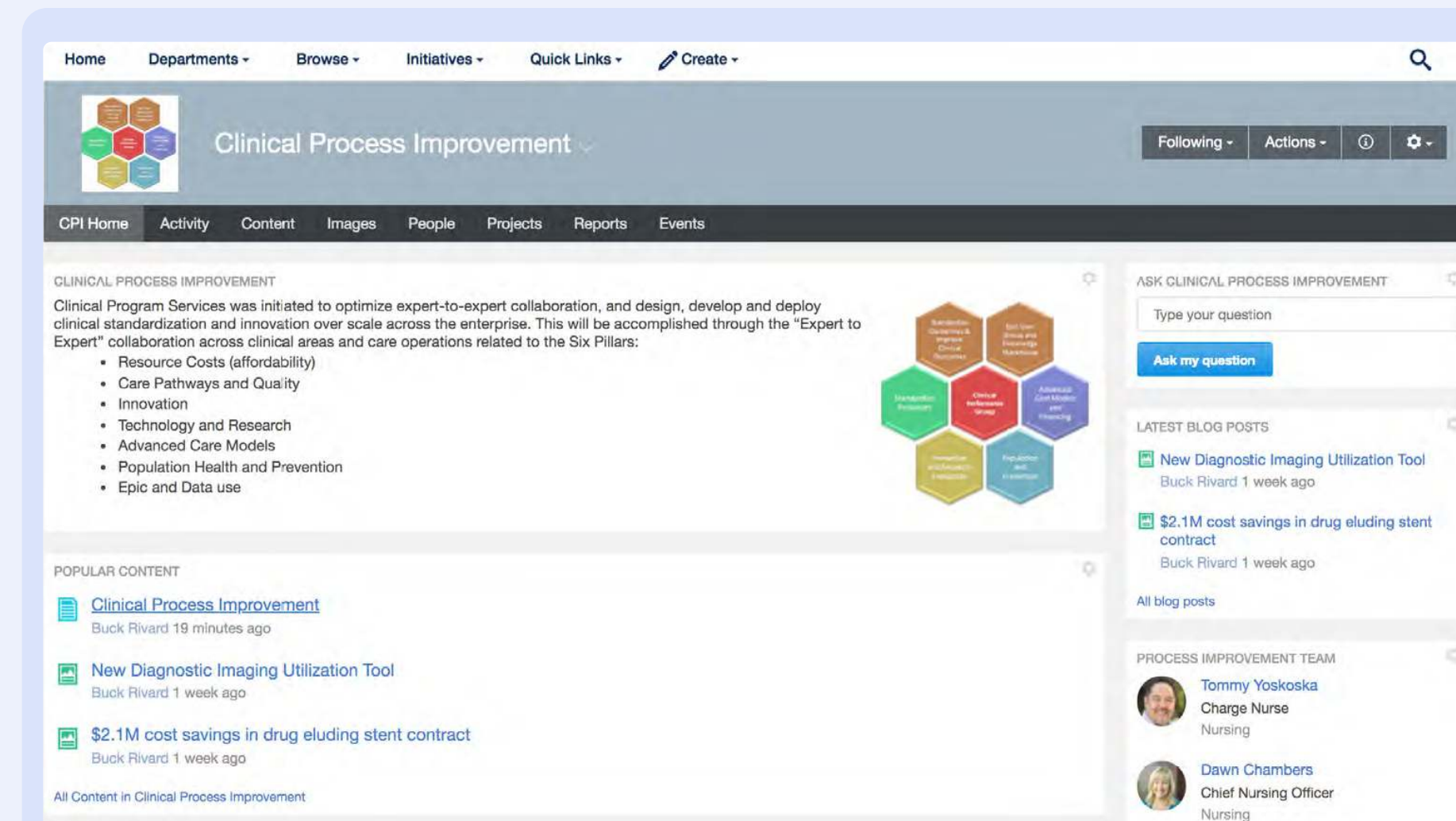
- As people work in Jive, everything they do and create is captured: content, conversations, decisions, ideas, advice. The same goes for information and activity that resides in systems connected to Jive: it’s all captured, organized, and preserved in Jive.
- Users can quickly find anything – people, content, conversations, expertise, groups, and spaces – with a single, federated search across Jive and connected systems. Machine learning and the Jive Work Graph personalize search results based on each user’s behavior, interests, and preferences – helping employees promptly find exactly what they’re looking for.
- Jive doesn’t just help users find things they’re aware of; it helps them discover critical people and knowledge that aren’t even on their radar. For example, the system uses machine intelligence and the Jive Work Graph to recommend people, places, and content of interest; trending topics; and more.
- Features like following, @mentions, and notifications help users form new connections and stay updated on people, content, and places important to their jobs. Together, these mechanisms create dynamic, ever-growing knowledge networks linking people and information across the organization, building collective intelligence, and helping the organization harness its full brainpower.

Knowledge and best practice sharing

Departmental portals

Help desk and support

Learning and counting education



Communities of practice – where specialists and domain experts share their expertise – are one of many ways Jive captures, preserves, and disseminates knowledge in healthcare organizations.

Benefits

- Best practice sharing.
- Better innovation.
- Continuous improvements in efficiencies, productivity, and patient care.

Example

A leading national healthcare system uses Jive as its central collaboration and knowledge hub, where hundreds of thousands of employees come together to solve problems, share expertise, and learn from each other. Jive has helped the organization preserve and disseminate critical knowledge, preventing a brain drain despite a wave of retirements.

Departmental portals

The challenge

Within healthcare organizations, individual departments often need their own digital portals to inform, support, and enable their staff. A nursing portal, for example, can provide a single destination for team communication, census information, answers to questions, new hire onboarding, responding to medication shortages, and more. Building portals from scratch using conventional tools (such as content management systems) is costly and labor-intensive. Ongoing maintenance and upgrades put an additional burden on IT departments. And despite all those expenditures, such home-grown portals often lack the rich interactive features and modern, engaging, mobile experience users demand and need.

Jive solution

Jive has made it remarkably simple to create and launch complete, secure, state-of-the-art, mobile-ready portals — so simple that ordinary clinical and line-of-business users can set up and launch their own in minutes or hours and manage them themselves, without IT help. Cloud updates deliver the latest features automatically, so Jive portals are always up-to-date with no need for costly in-house upgrades.

How it works

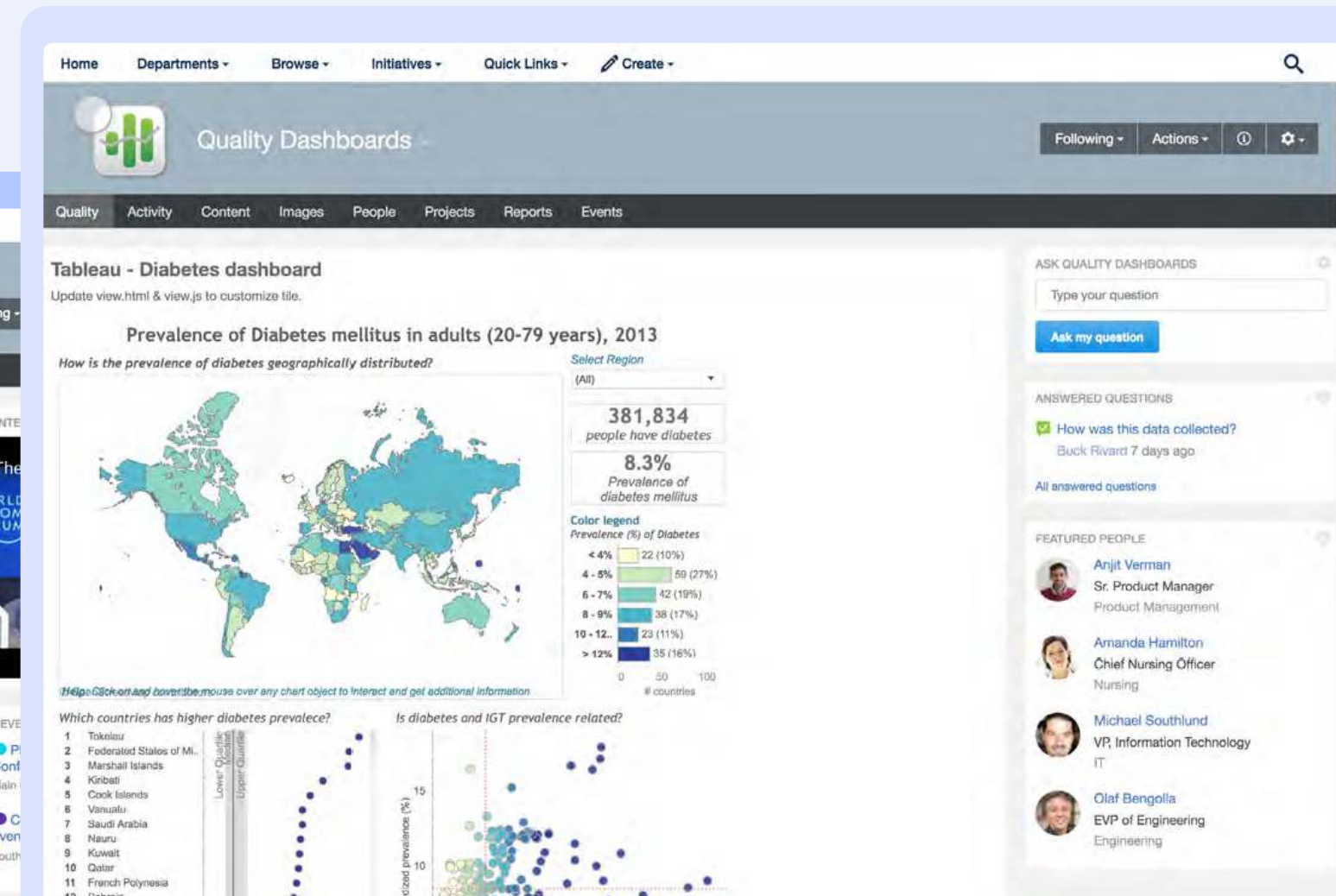
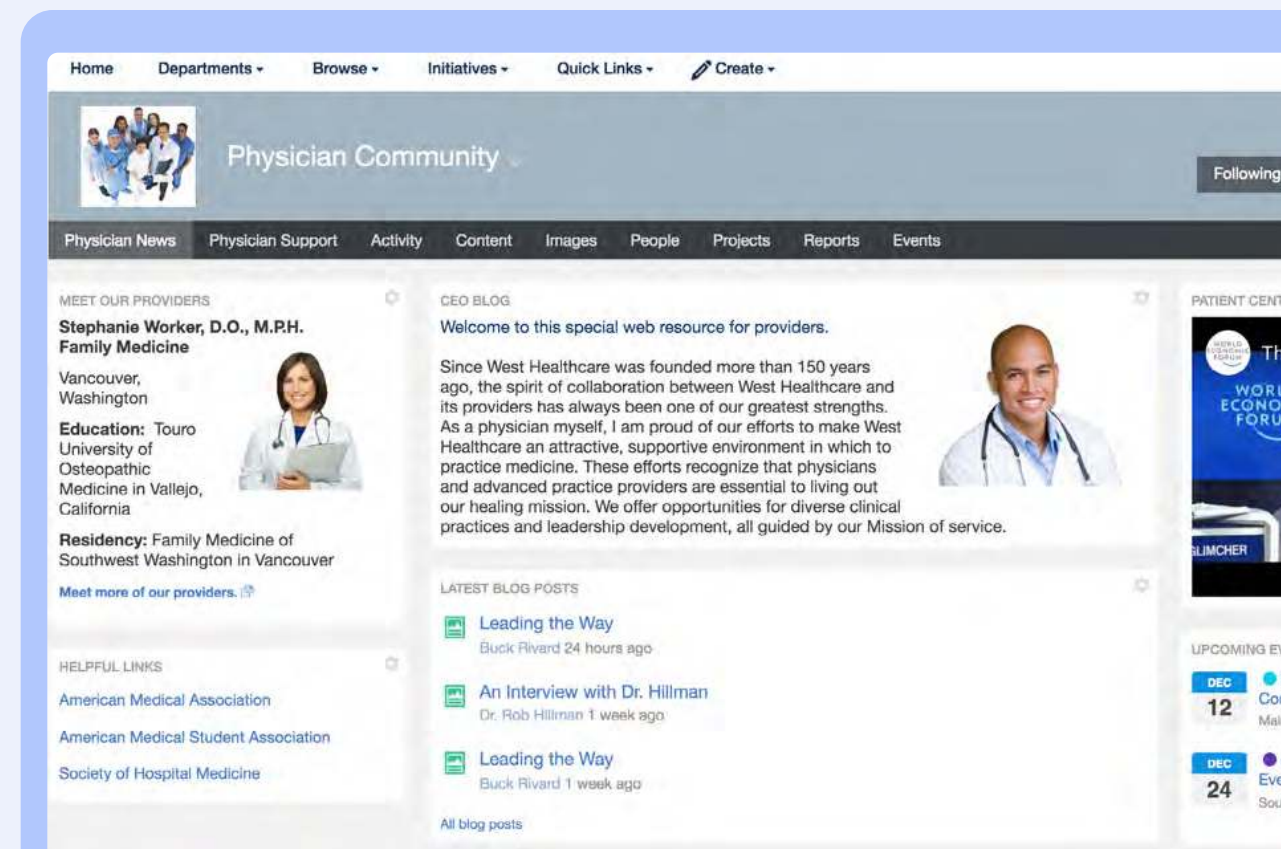
- Jive provides secure HIPAA-compliant portals that can be set up and managed directly by users, while meeting all IT requirements for security and privacy.
- Jive comes with a number of ready-to-use portals, along with a full library of templates that can be quickly configured to meet any department's requirements. Users can point and click, drag and drop to select a rich array of functions, apply theming, tailor the look and feel, and launch the portal to their department staff.
- The result is a one-stop shop for everything department members need: news; key content and assets; calendars; spaces for collaboration, onboarding and enablement; a Q&A function that provides fast answers from experts; and access to information and tools from other systems (via integrations that pull the functionality and information directly into Jive).
- The portals are completely accessible via browsers and Jive's mobile app.

Departmental portals

Help desk and support

Learning and counting education

Employees can see the latest department news, learn what their colleagues are doing, access content, ask questions, and more.



Jive's pre-built landing pages and templates make it easy to create full-featured departmental portals in minutes.

Benefits

- Greater efficiencies and productivity: staffers have one place to stay informed, sync up with colleagues, and access key departmental resources.
- Rapid onboarding: new hires can quickly meet teammates, find onboarding materials, take part in structured activities, get mentoring and encouragement.
- Cost savings: Jive portals cost a fraction of what it takes to create, administer, and upgrade traditional custom-built portals.

Example

One of the nation's largest health insurers needed a better way to engage, unite, and enable its widely-dispersed 1,500 associates. Their old portal suffered from poor search capabilities, lack of mobile support, and a bad user experience. They replaced it with a Jive-based portal, providing the fast answers, up-to-date assets, and streamlined collaboration they need to service more customers.

Help desk and support

The challenge

Healthcare organizations spend millions of dollars to implement, maintain and support EHRs and other critical systems. IT help desk services must be accessible 24 x 7 to support clinical staff and ensure a high level of patient care. This support is costly and labor-intensive because help desk personnel have to answer the same questions repeatedly, and few employees read how-to's and other documentation. HR departments similarly devote substantial time and resources to employee support.

Jive solution

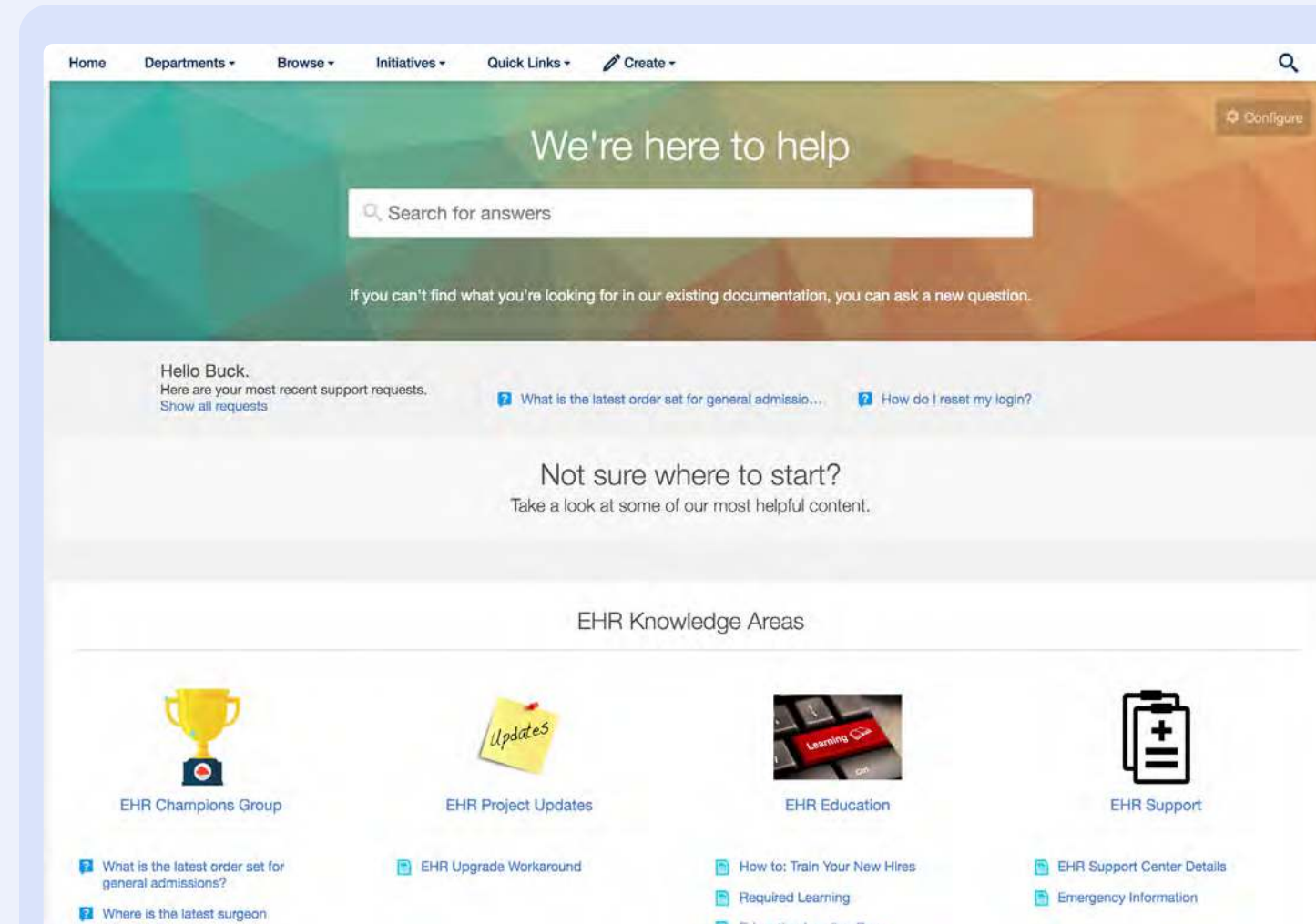
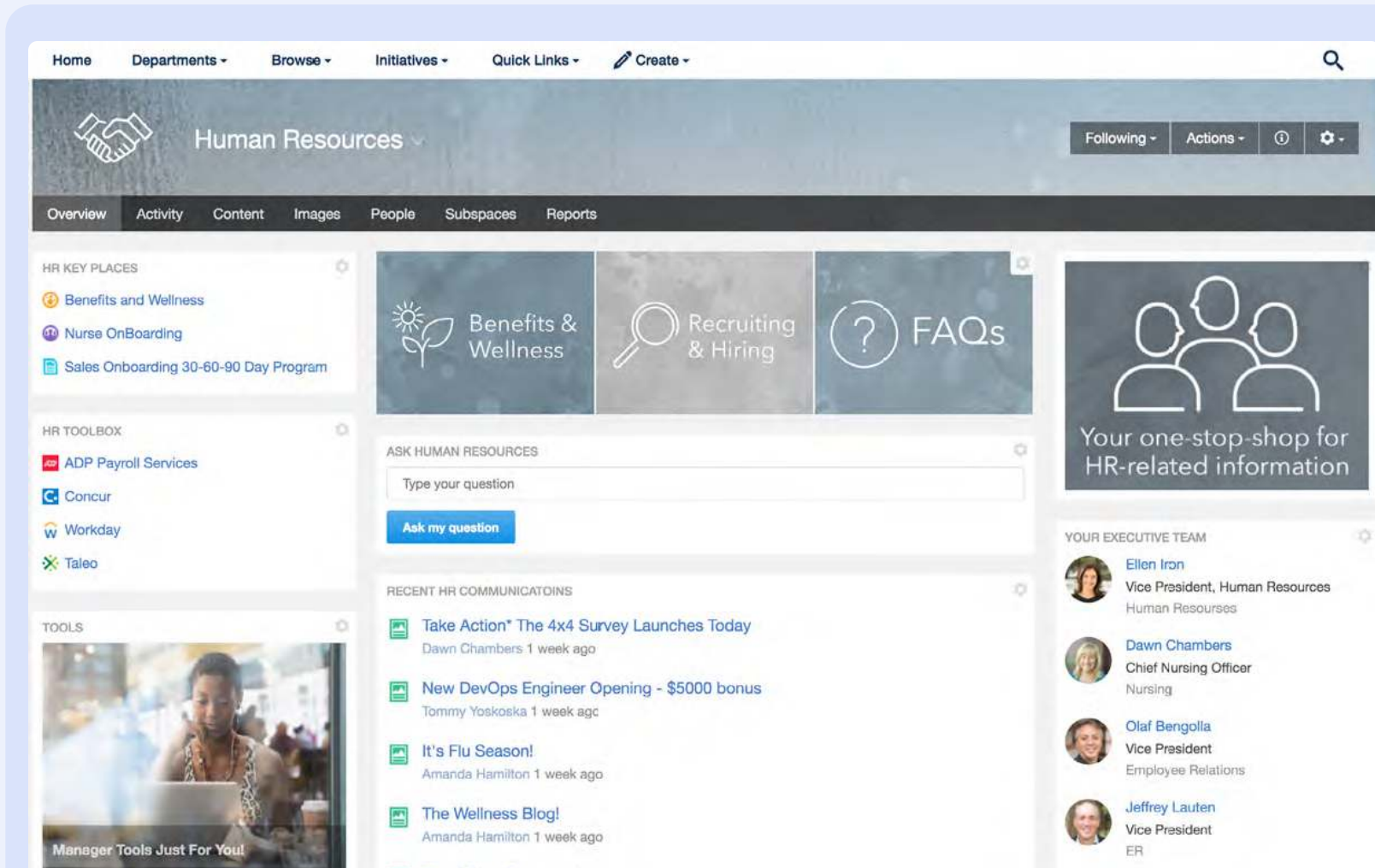
Jive leverages a combination of one-to-many support, easy-to-use self-help resources, and peer assistance to take a huge burden off support staff, resolve issues faster, and drive greater employee satisfaction.

How it works

- Jive comes with ready-made support portals that can be easily configured and launched in minutes or hours: places where employees can access support content (FAQs, articles, and how-to materials including videos), ask questions, and get answers from peers and support staff.
- Answers are visible and shared with everybody, saving staff from responding to the same questions over and over again.
- Jive also makes it easy for IT and HR teams to communicate news (such as new policies and system rollouts) to employees via targeted, engaging blogs and announcements that reach everyone everywhere via desktop and mobile devices. These communications can in turn link to the support portals for more information and answers.
- Rewards and quests can be used to encourage peer assistance, further deflecting tickets and improving patient care.

Help desk and support

Learning and counting education



Jive's virtual help desk and support spaces provide fast answers and easy-to-use self-help resources, resolving IT and HR issues quickly while deflecting tickets and cutting costs.

Benefits

- Big cost savings through help desk call/email deflection.
- Support staff are freed from answering repetitive questions and can focus on highpriority issues.
- Employees get fast answers immediately, without having to go through a ticketing system. Issues are resolved sooner, resulting in happier, more productive users.

Example

A global pharmaceutical company used Jive to inform and support users during a series of major IT system rollouts, deflecting tens of thousands of help desk calls and saving \$3.6 million.

Learning and counting education

The challenge

Rigorous training and ongoing education are essential to any healthcare provider, but traditional classroom approaches (whether the classrooms are physical or virtual) are expensive, time-consuming and inconvenient for many staff members. Organizations need better ways to extend education beyond specialized environments and make learning continuously available in a way that fits the busy lives of clinicians and other staff.

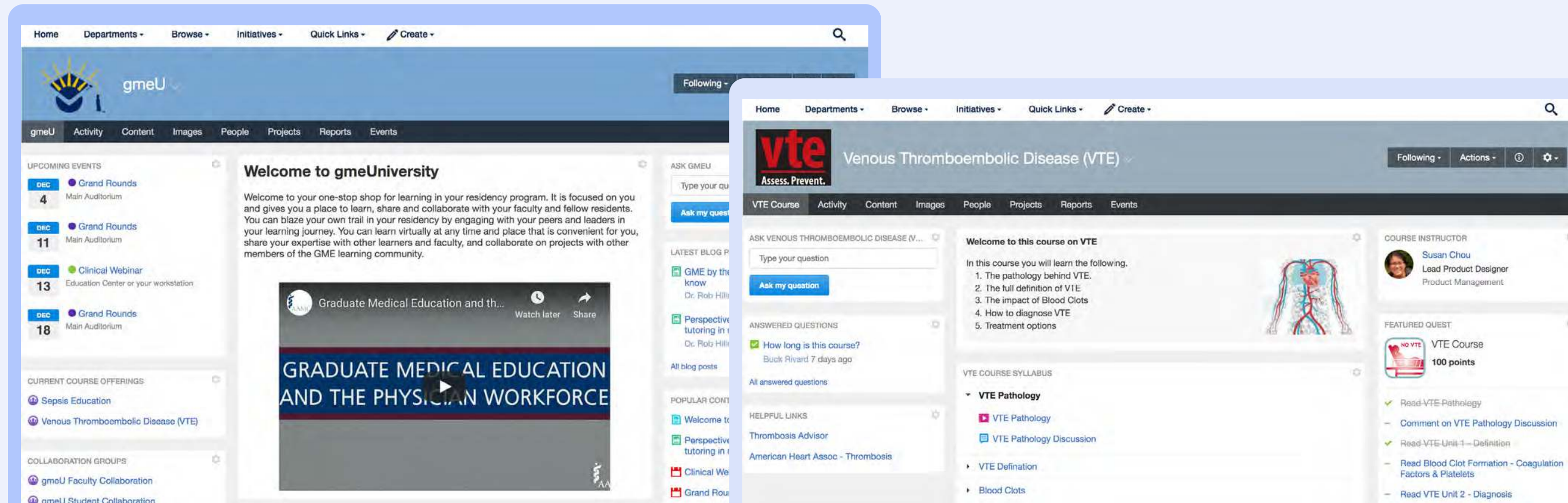
Jive solution

Jive is a rich platform for on-demand learning. It provides the capabilities needed for formal education and training programs (such as continuing education, graduate medical education, clinical training, career development and management training), as well as informal on-the-job knowledge-sharing and mentoring. It supports engaging, intuitive experiences and anytime/anywhere access via desktop and mobile devices, helping ensure high participation rates.

How it works

- Clinical educators and training staff can work together in private collaboration spaces to plan and develop curricula and learning resources.
- Coordinators can publicize programs, getting the word out to target audiences (including clinical and remote deskless workers) via Jive blogs, news streams, and announcements.
- Educators and HR staff can easily create Jive spaces that serve as central destinations for educational and training programs, with a complete array of instructional materials, discussions, self-guided learning experiences, Q&As, and more.
- Jive quests and missions can be used to drive participation and completion rates in formal programs, as well as continuous on-the-job learning and mentoring.
- Communities of practice foster ongoing knowledge-sharing by clinicians and other staff.
- Jive's calendaring features can be used to schedule educational events, invite participants, and collect RSVPs.
- Events can be live-streamed in Jive, allowing everyone to tune in no matter where they are. After the event, video recordings, recaps, slide decks, and other supporting materials can be posted in Jive, where employees (including those who missed the live event) can continue to learn and discuss.

Learning and counting education



Jive is a rich environment for on-demand learning, enabling healthcare staff to take part in programs and courses, as well as informal mentoring and knowledge sharing – in a way that's convenient, efficient, and engaging.

Benefits

- Reduce training and education costs while increasing the reach and impact.
- Improve participation by making learning resources easier to access.
- Make learning a continuous process, woven into the flow of everyday work.

Example

A large geographically dispersed health system uses Jive to facilitate their Graduate Medical Education (GME) University program. The program supports continuous learning, real-time problem solving, and the opportunity to connect and share to improve patient care. These social learning and collaboration concepts are used to advance strategic priorities, such as physician engagement, physician leadership development, and people-centered care experiences across the health system.

Now it's your turn.

Many of the nation's leading healthcare organizations are using Jive to drive new efficiencies and improve patient care. You can too.

Visit jivesoftware.com to learn how.

