Our Story

Recognizing & Empowering Compassionate Care

WAMBI
Wambi Metrics

+ 38%
I feel valued at my job

+ 39%
I would recommend working here to my friends

18%
Decrease in Care Provider Turnover

+ 30%
If I do good work, I will be appreciated

+ 32%
I am given adequate recognition from management for the work that I do well
Why Engagement Matters

Engagement = Better Care = Profit

Patient Safety
Service
Hospital Acquired Conditions
Readmissions
Absenteeism
Retention

Patient Satisfaction
Patient Loyalty
Patient Advocacy
HCAHPS

Outcomes
Revenue

Costs

Adapted from: Engagement Health System Profit Chain by Kevin Kruse
Most Important Drivers of “Great Work”

Recognition & Autonomy are key drivers above extravagant perks.

O.C. Tanner Institute, National Research by the Cicero Group, “Drivers of Great Work,” 2015
How Wambi Works

Patients and Families

Patients and Families fill out anonymous reviews on individual care providers while they are in the healthcare setting, using a tablet, app, or secure URL.

Care Providers

Care Providers are more engaged while on the job because they are empowered with real-time, patient feedback displayed on their personal dashboard.

Care providers can monitor their performance and earn “Pecks” for:
1) Positive reviews
2) Individual and Group/Unit Awards
3) Accepting last minute shifts

Care providers can cash out their Pecks for Rewards!

Healthcare Administrators

Healthcare Administrators track patient satisfaction and care provider performance real-time through a user-friendly dashboard.

Admins receive alerts when there are positive or negative reviews, so that they can recognize a care provider in the moment or address a concern before it’s too late.

Management incentivizes individual and group KPIs through Awards and notifies care providers real-time through the Newsfeed.

Patients and families write Carepostcards to publically express gratitude to their care providers, which is posted on carepostcard.com.