

Stabilizing & Strengthening the Workforce: Proven People Strategies



Engage/Me



Welcome/Me



Develop/Me



Value/Me



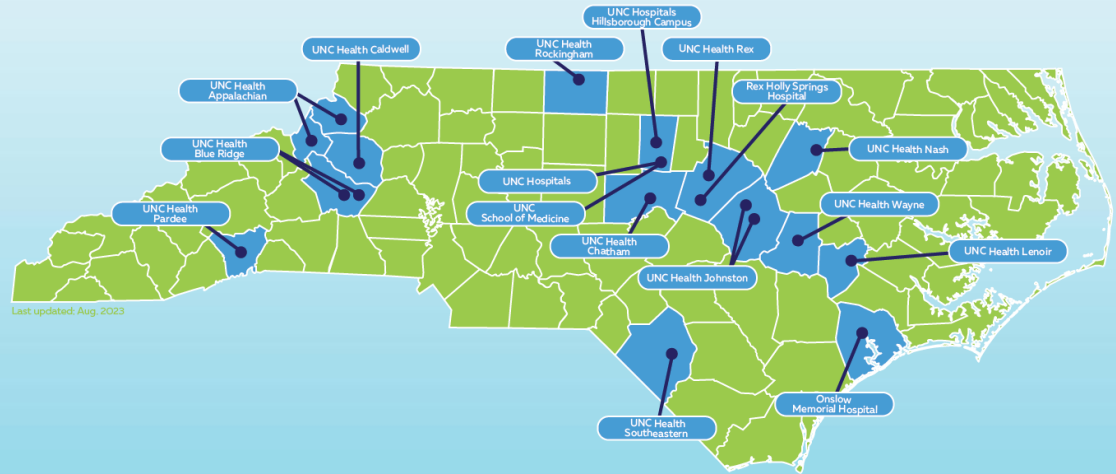
Care for/Me



Include/Me



UNC Health is an **integrated, not-for-profit health care system**, owned by the State of North Carolina and based in Chapel Hill. We **provide comprehensive patient care, facilitate physician education and research excellence**, and promote the health and **well-being of all North Carolinians**.



Net Patient Revenues

\$6.86B

Licensed Beds

4,453

Teammates

43,045

Medical Staff

4,925

Employed MDs

2,875

Surgeries

106,779

ED Visits

507,367

For 2023



Engage/Me



Welcome/Me



Develop/Me



Value/Me



Care for/Me



Include/Me

UNC Health for Me

WE ARE
ONE
UNC Health



It Starts With Me



Leading the Way



Carolina Care



One Great Team

2019

Launched
ONE UNC Health

2020

Pandemic



2022

Launched **UNC Health
for Me** People Strategy

UNC
HEALTH®

2023

Moving **Forward** with
innovation and creativity,
Forward Together 2030



Engage *Me*

Nurture a sense of belonging and a strong cultural identity at UNC Health that makes **teammates** feel connected and cared for as part of **One Great Team** via consistent and transparent communications.



Welcome *Me*

Create a **positive, inclusive and memorable** experience for candidates and new teammates throughout the **hiring process and beyond**, welcoming them into UNC Health's **One Great Team** and setting the tone for how **teammates** begin their journey at UNC Health.



Develop *Me*

Lead the Way by focusing on teammates' **growth, development and overall experience**, professionally and personally, to train the **next generation of health care leaders**; career mobility and learning and educational opportunities are a priority.



Value *Me*

Foster a culture where teammates experience the holistic **Carolina Care** by feeling **valued, recognized and equitably compensated** for their contributions, as well as **rewarded when they demonstrate outstanding performance** in their work; total rewards and recognition are a priority.



Care for *Me*

Express that UNC Health's **Carolina Care** is **inclusive of teammates**. UNC Health is supportive of teammates' goals, **both professional and personal**; health & well-being, personal safety, respect and support are a priority.



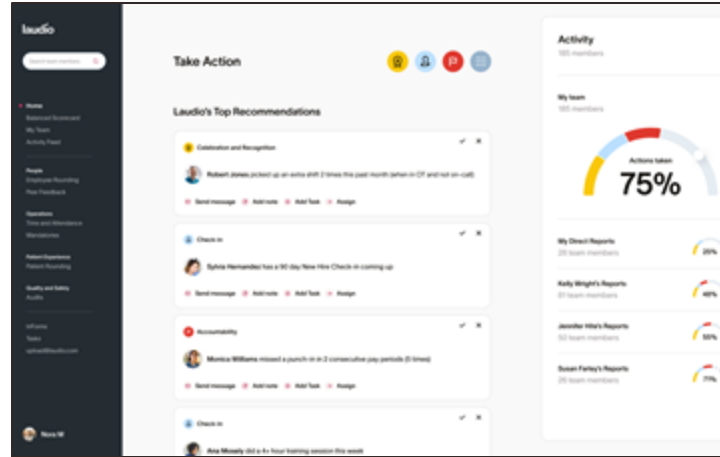
Include *Me*

Demonstrate that **It Starts with Me** is **foundational** to all pillars to continue building an **equitable and inclusive** community reflecting **the patients we serve**.

The Foundation: Empowering Frontline Leaders

UNC Health's Goals with Laudio's AI-Driven Platform

- Streamline leaders' work and reduce administrative burden
- Standardize and scale proven leader best practices
- Boost frontline team engagement and retention



Supports UNC Health for Me Pillars

- **Welcome Me** 🤖
Automates new teammate check-ins and information for 'favorite things' questionnaires
- **Develop Me** 🧠
Tracks and supports professional goals and conversations
- **Engage Me** 🌟
Documents reminders and notes for one-on-one meetings in a central location
- **Care for Me** 🧡, **Include Me** 🤝 and **Value Me** 💎
Recognizes great work to personal accomplishments and career milestones

Centralized Leader Workflows

AI-Driven Recommendations

Real-Time Analytics

Results: UNC Health for Me*



20%

**Increase in Nurse
Retention Rate**



\$5.4M

**Annual Savings
from
Lower Turnover**



94%

**Managers
Reporting Higher
Capacity**

**Results are for UNC Health Rex and UNC Hospitals.*

Source: Case Study: UNC Health and Laudio, 2021-22

HR Dashboards to Support Leaders



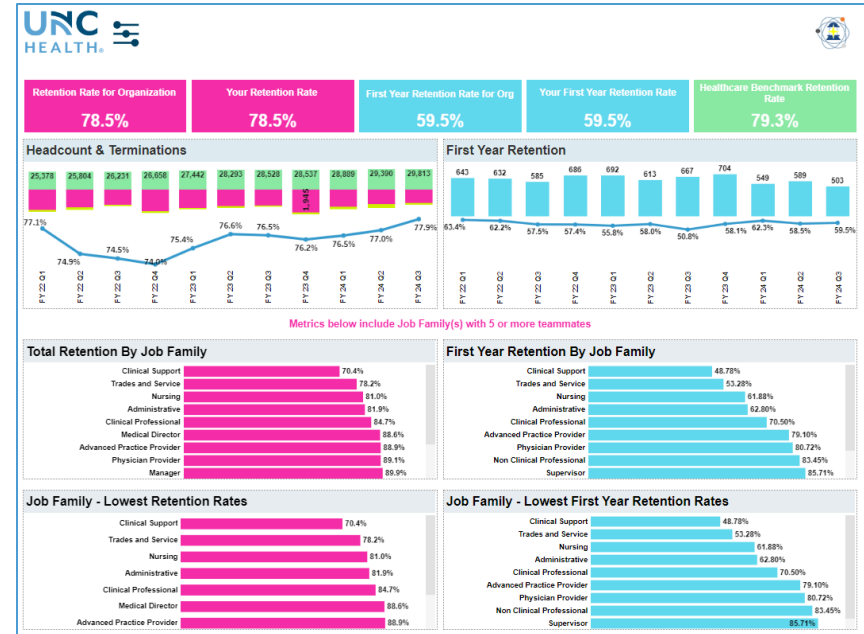
Manager Dashboards

- Interactive dashboards
- Concise and actionable data
- Managers can make better informed decisions



Retention Dashboards

- Overall retention metrics for all managers



What's Next?

- Align with our organizational strategic plan, **Forward Together 2030**
 - Designing a **Talent Win Room**, cross-functional group focused on critical talent needs to enhance patient care, teammate satisfaction and organizational success
 - Optimizes **talent recruitment and retention** by implementing data-driven strategies and standardized processes
 - Leverages **recruitment & retention huddles, comprehensive dashboard and tailored hiring targets**
- Continue to develop our **manager dashboards** and incorporate AI solutions
- Continued development and enhancement for a **best-in-class approach to retention, development and mobility**
- Leverage innovative technology solutions to **enhance teammate and candidate experience**