

pennhighfive

A SOCIAL RECOGNITION PLATFORM FOR POSITIVE WORK CULTURE



THE SPIRALING EFFECT OF WORKPLACE INCIVILITY: A REMEDY

A positive work culture fosters engagement and, ultimately, improves productivity, quality, and safety. Yet, disrespectful behaviors, rudeness, and other workplace incivilities can pervade the clinical environment and negatively impact team well-being and performance. **Penn High Five** is a mobile-enhanced web-based social recognition platform designed to drive meaningful and positive exchanges among a distributed health care workforce. Our fun and easy-to-use platform leverages social and digital solutions to help colleagues easily **connect** and **celebrate** shared successes and achievements.

CIVILITY GOES VIRAL

In 2017, we launched Penn High Five in a single department within the health system. Since then, the platform has undergone viral growth (viral coefficient 1.4) with over **5K users**, **15K sent messages**, and **50K site sessions**. In partnership with Nursing at the Hospital of University of Pennsylvania, we are broadcasting recognition feeds in real time to mounted 43 inch monitors mounted in clinical workspaces (i.e. break rooms and nursing stations).

PLATFORM FEATURES



A curated health care-themed library of appreciation and recognition memes and gifs to help drive positive feedback exchanges.



Built-in analytical tools to help managers discover and recognize high performing employees



Employee engagement tools, such as intuitive search, messaging, and public LED TV displays to allow for seamless workflow integration.



Company directory integration with a streamlined recognition sign-on experience. Additionally, the platform may be accessed from any web-enabled device.

2016 - 2017

EMERGENCY DEPARTMENT PILOT INSIGHTS

90%

used Penn High Five

99%

report Penn High Five positively impacted the department

13%

increase in nursing engagement scores

2017 - 2018

PLATFORM INSIGHTS

5593

users

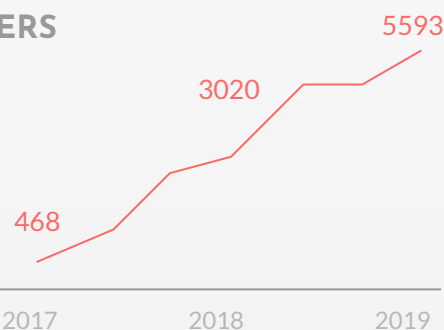
15914

high fives

53676

sessions

USERS



TEAMWORK
SENSE OF PERSONAL ACCOMPLISHMENT
FRIENDLINESS

RESPECT AMONG COLLEAGUES
RECOGNITION

staff-reported areas of **high five** impact

“ Thank you so much for your extraordinary teamwork in helping to rectify an extremely challenging situation the other night! You were both so patient, helpful and dedicated in attempting to find a solution which would be serve the patient, their family and our team! I am so very grateful to work with you!

*from a nurse to an intern via **high five***