

KUDOS. CASE STUDY

Prominence Health Prioritizes Culture to Drive Performance with Kudos



kudos 

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At the end of the day, employees are your most important asset, and you need to figure out how to appreciate them.

Kamal Jemmoua

*Chief Executive Officer,
Prominence Health Plan*

The Goal: Build a High-Performance Workforce by Scaling Culture

Nevada-based Prominence Health Plan (Prominence Health) provides coverage to fully insured, self-funded, and Medicare Advantage members in Florida, Nevada, and Texas. In 2014, it became a subsidiary of Universal Health Services, Inc. (UHS).

Prominence also operates seven accountable care organizations (ACOs) in six states, that support communities by providing coordinated, high-quality care to Medicare patients.

As Prominence continues to grow, scaling culture is challenging – but critical.

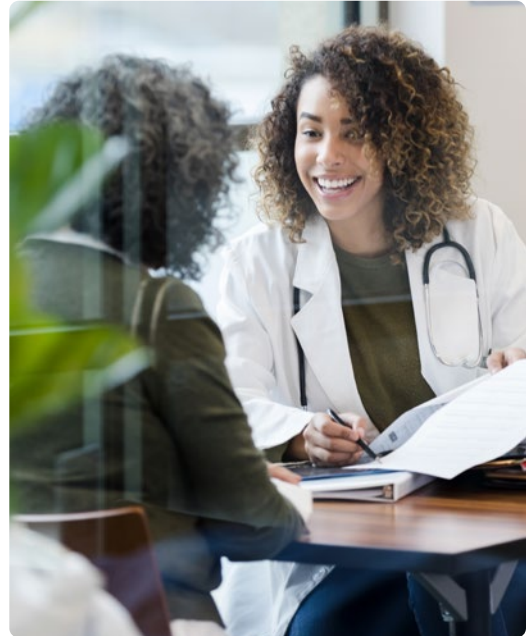
After completing an internal culture assessment, the feedback from the team showed a lack of appreciation, and uncertainty surrounding change and growth.

In order to manage growth and performance simultaneously, Prominence wanted to update its existing recognition platform to one that could support its unique needs. Prominence needed a system to support its hybrid workforce and its group of ACOs – and that’s where Kudos came in.



The data in Kudos can serve as an early indicator of where you need to make shifts, by department so leaders can get a pulse on what’s happening with our organization. I can also tell a lot about how a department is doing and feeling when I read the comments.

Kamal Jemmoua
CEO at Prominence Health



Prominence[®] Health Plan

At a glance

NAME

Prominence Health Plan

LOCATION

Reno, Nevada (HQ)

INDUSTRY

Healthcare Services

SIZE

450+ Employees

KUDOS PROGRAM

- Recognition + Rewards
- Kudos client since 2021



I needed us to think differently about employee engagement – we had to balance performance management and strategic growth with culture and engagement.

Kamal Jemmoua
CEO at Prominence Health

The Approach: Values-based Recognition with Kudos

Prominence chose Kudos' unique recognition platform as its partner to achieve its performance, engagement, and culture goals.

Kudos was the clear choice because of its flexibility, deep analytics, and values-based approach to recognition.

Keeping Values Top of Mind

Prominence's adherence to their core values ensures compassionate, high-quality, affordable health

services, and helps them to maintain focus on building connections with the members, providers, and businesses. With Kudos, every recognition message highlights the value that person demonstrated in the event or contribution being recognized.

Peer-to-Peer Recognition

"Employees want to be appreciated by their peers, and by their leaders; Kudos gives them that avenue," says Prominence CEO Kamal Jemmoua. Peer-to-peer recognition fosters the scaling Prominence was looking for by taking the onus of recognition beyond the organization's leaders. Peer-to-peer recognition puts the power to recognize, motivate and appreciate into the hands of every single Prominence employee. "Even one recognition message on Kudos can create an extensive interaction, where people comment and endorse. It snowballs into such a positive interaction," shares Jemmoua.

Engaging Customer-Facing Teams

Being in healthcare, Prominence customers are often navigating a challenging personal reality and a complex and unfamiliar system. “The more we can create a positive environment for the customer care advocates within themselves, the better,” explains CEO Kamal Jemmoua. [Studies continue to show](#) that customer and employee satisfaction go hand in hand.

When employees are happy and satisfied with their jobs, they are more capable of ensuring customer satisfaction.

“It’s nice to see how engaged our Customer Care Advocates are on the Kudos platform because they’re working with our customers every day,” said Jammoua.

“I like this barometer a lot better. When it comes to traditional surveys, I can’t get to the underlying context or issue that the questions refer to. With Kudos data, I can,” shares CEO Kamal Jemmoua.

Tracking Performance with Kudos Analytics

Kudos Analytics provides real-time, in-depth culture measurement data that allows Prominence to monitor its culture amidst its impressive growth and performance goals. The impact of the Kudos platform is measured using three key metrics:

1. ACTIVATED USERS

How many users have activated their Kudos accounts.

2. PARTICIPATING USERS

How many users are using the platform to send recognition.

3. REACHED USERS

How many users were sent recognition.





Results and Impact: Exceptional Performance & An Award-winning Culture

Award-winning Culture

Prominence Health was named a Best Place to Work in Northern Nevada (Large Business). These awards honor organizations that deliver an outstanding work experience in terms of:

- Employee Engagement
- Leadership Development
- Employee Recognition
- Recruitment
- Manager Involvement
- Turnover and Retention



A platform like Kudos... it's incredible what it does. It affects people emotionally, and it's deep how it impacts people psychologically.

Kamal Jemmoua

CEO at Prominence Health



Exceptional Performance

Prominence Health Plan is accredited by the National Committee for Quality Assurance (NCQA), which involves a rigorous review of Prominence Health Plan consumer protection and quality improvement systems. This requires significant employee compliance and engagement. Prominence continues to grow exponentially and perform exceptionally, with its 3,000 participating physicians receiving an average quality score of 98%, which wouldn't be possible without Prominence's highly engaged Customer Care Advocates.

Happy Employees

Prominence Health holds an impressive Glassdoor rating of 4.1 / 5 stars, or "Very Satisfied." Company ratings on Glassdoor are determined by recent employee feedback and Glassdoor calculates company ratings using a proprietary rating algorithm, emphasizing the recency of reviews. Among the nearly two million employers reviewed on Glassdoor, the average company rating is 3.7.



Prominence Health Reviews on Glassdoor

4.1 ★ ★ ★ ★ ☆

"Management cares about their employees and growth opportunities."

"[Prominence Health] appreciates employees, recognition when doing a good job, senior leadership is good at communicating, feel appreciated for work I do and my contributions matter. People are friendly and always willing to help you out and appreciate you when you help them out."

"Prominence is truly a phenomenal company with co-workers that care deeply for one another and for the members we serve. The culture and the people are wonderful."





There's never been a time when investment in employee engagement has been more important.

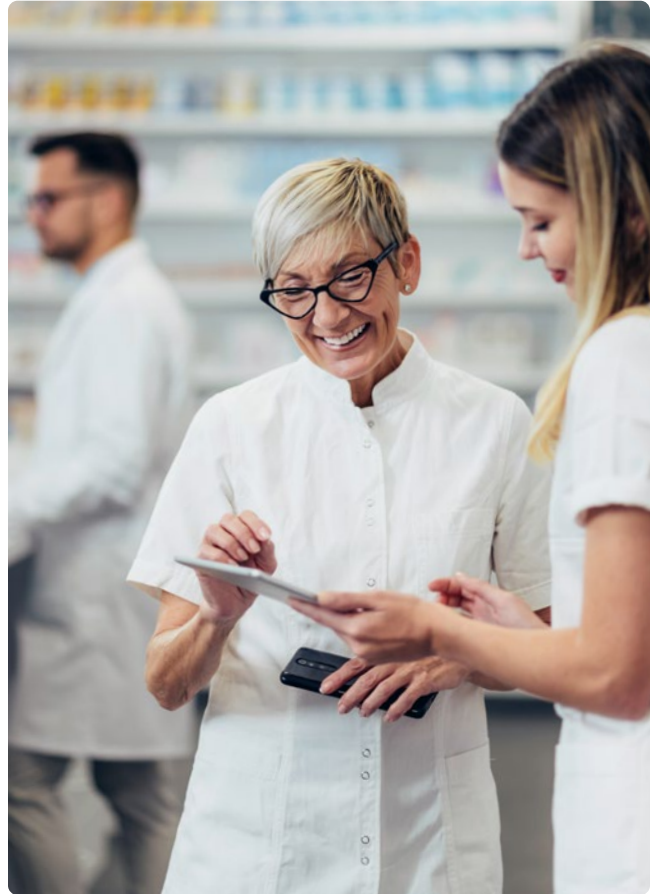
Kamal Jemmoua
CEO at Prominence Health

Powerful Recognition Reach

In Prominence Health's most recent reports, they saw nearly 100% of users activated, around 60% actively participating, and most importantly, a near 100% reached.

That means that almost every Prominence employee received recognition in the last reporting period.

This has a significant impact considering surveys indicate that only one-third of US workers report receiving recognition in the previous week.



Kudos is a massive differentiator for us when it comes to culture. It's an anchoring point for the work we're doing to improve employee engagement. If you don't have an engagement platform, you are missing out on a profound opportunity to impact your employee engagement and culture.

Kamal Jemmoua
CEO at Prominence Health

Measurable Values-Aligned Performance

Prominence's values are founded on compassion and connection. The employee alignment is evident in the Kudos data, which shows the top recognized qualities in the last reporting period as:

- 1. RESPECT
- 2. OWNERSHIP
- 3. CONNECTION
- 4. INTEGRITY
- 5. CREATIVITY



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