



**How University
of Pennsylvania
Health System built
a culture of care
that results in a
19% increase in
program participation
year-over-year**



Penn Medicine





“The Wellfocused app is an invaluable tool for employees who are already stretched to their limits—professionally and personally. I love the physical challenges on the app, specifically the Shape-Up fitness series. Physical activity improves my overall mood and encourages me to incorporate more activity into my sedentary lifestyle, which helps me move closer to my health and fitness goals.

I also appreciate having quick access to the financial planning, professional development, and relationship-building activities that are built into the app.

Regardless of your goals, there is something for everyone. Whenever I feel overwhelmed, the app is there to guide me. I encourage everyone to give it a try.”

Financial Administrator Med Hematology-Oncology

“UPHS believes that the best care for your patients starts with the best care for you. If you aren't financially well, you can't turn that off when you come to work, you're going to be stressed out. If you're having a stressful day at work, you don't leave it at the door, you bring it home with you. And so, our job is to make sure that our employees are getting a well-rounded, robust program in order to help meet them where they are and provide different things for employees to have better well-being. We really take a whole-person approach because we know that everyone needs something different.”



Jen Brady,
Director of Employee
Benefits and Well-Being,
UPHS

The University of Pennsylvania Health System (UPHS) is a world-renowned academic center dedicated to outstanding patient care and the education of physicians and scientists around the world.

Their benefits and wellness team proudly serve over 40,000 employees that include a wide range of disciplines from administrators to physicians and researchers spanning eight hospitals with distinct cultures and needs.

With burnout reaching an all-time high for health professionals, UPHS prioritized building a culture of care and resilience so their employees can thrive. They believe that to provide the best care for their patients, they must start with the best care for their employees.

The challenge

Connecting the UPHS culture with employees across a system of eight hospitals and 11 Ambulatory Multispecialty Centers was a top priority for the benefits and well-being team. Especially post-covid, UPHS faced numerous challenges including the uncertain economy and job market, high supply costs and meeting the needs of each unique employee. To ensure they reached all employees no matter what their role, shift or well-being needs, the team recognized the importance of meeting employees where they are.

This meant a well-being program strategy focused less on paying benefits, and more on caring for employees as people. To see sustained participation in their well-being program, UPHS stepped up to support employees in ways they didn't think or do before by including childcare, elder care, financial, access to healthcare, flexibility and more.



A holistic approach with Limeade

With Limeade, UPHS integrated all benefits and resources within their experience, focusing on what their employee's needed the most:

- **burnout support**
- **on-demand and live coaching**
- **connecting teams across the organization so there's one place employees go to find what they need**

Programs within the experience give employees the opportunity to join live sessions, listen to podcasts, read articles, watch videos and more. Employees can also track steps, food, sleep, mindfulness and reach other health goals. UPHS understood first-hand that not everybody works standard work hours, so they offered availability at any time through on-demand programs.

A well-rounded, holistic approach to their well-being program to help meet people where they are provided different things to improve specific dimensions of well-being. And the results went above and beyond just participation:



Leading with care showed UPHS employees they were seen as not just an employee but as a human being. Understanding that home and work life were not separate, but blended gave employees confidence that UPHS was there to support their well-being. As a result, employees bought in to the UPHS culture of care, are actively engaged in the well-being program, and show up to work as their best selves so they can provide the best care for their patients.

Access the full customer story to learn more about how UPHS built a culture of care with Limeade.



Limeade is an immersive employee well-being company that creates healthy employee experiences.

Limeade Institute science guides its industry-leading software and its own award-winning culture. Today, millions of users in over 100 countries use Limeade solutions to navigate the future of work. By putting well-being at the heart of the employee experience, Limeade reduces burnout and turnover while increasing well-being and engagement — ultimately elevating business performance.

To learn more, visit www.limeade.com.

