



CASE STUDY #1503

Texas Health Resources

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When a company demonstrates a willingness to invest in employees' career development, it engenders stronger employee engagement and retention.

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MANAGER OF ACADEMIC PARTNERSHIPS & GRANTS



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Texas Health Resources

24,000
NO. OF
EMPLOYEES

Healthcare
INDUSTRY
VERTICAL

North Texas, USA
REGION

Career Development
SOLUTION
BASIS

2015
YEAR JOINED
FUEL50

Texas Health Resources is one of the largest faith-based, nonprofit health care delivery systems in the United States and the largest in North Texas in terms of patients served. Their values of respect, integrity, compassion, and excellence aren't just aimed at patient care but also to each and every member of staff.

Texas Health have created **an inclusive, supportive, people-first, excellence-driven culture and workplace.**

Texas Health Resources University (THRU), the learning and development wing of Texas Health Resources, partners with the company's benefits office on the career development aspect of the Tuition Reimbursement (TR) Program.

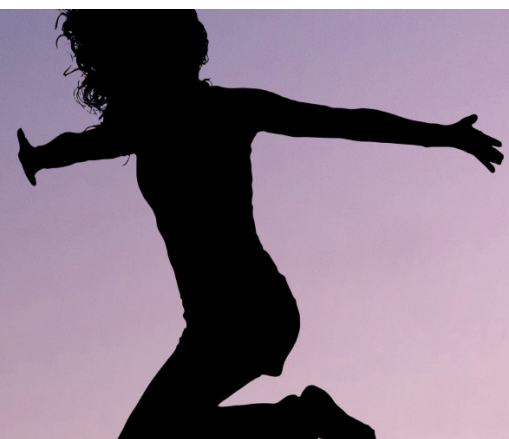
Texas Health typically invests about **\$6 million annually** in tuition reimbursement for employees.

BUSINESS CHALLENGE

Starting in 2008, employees who used the TR program were to reflect on their big-picture career plans and the aligned degree program and submit a "Career Development Plan" (CDP) to THRU. However, managing this process was manual and involved approximately 20% of the responsibility of one full-time THRU employee, it also needed simplifying in order for employees to truly take ownership of their career development.

INITIATIVE

Texas Health Resources University partnered internally with teams from tuition reimbursement, human resources and IT to work toward a solution.





Texas Health Resources

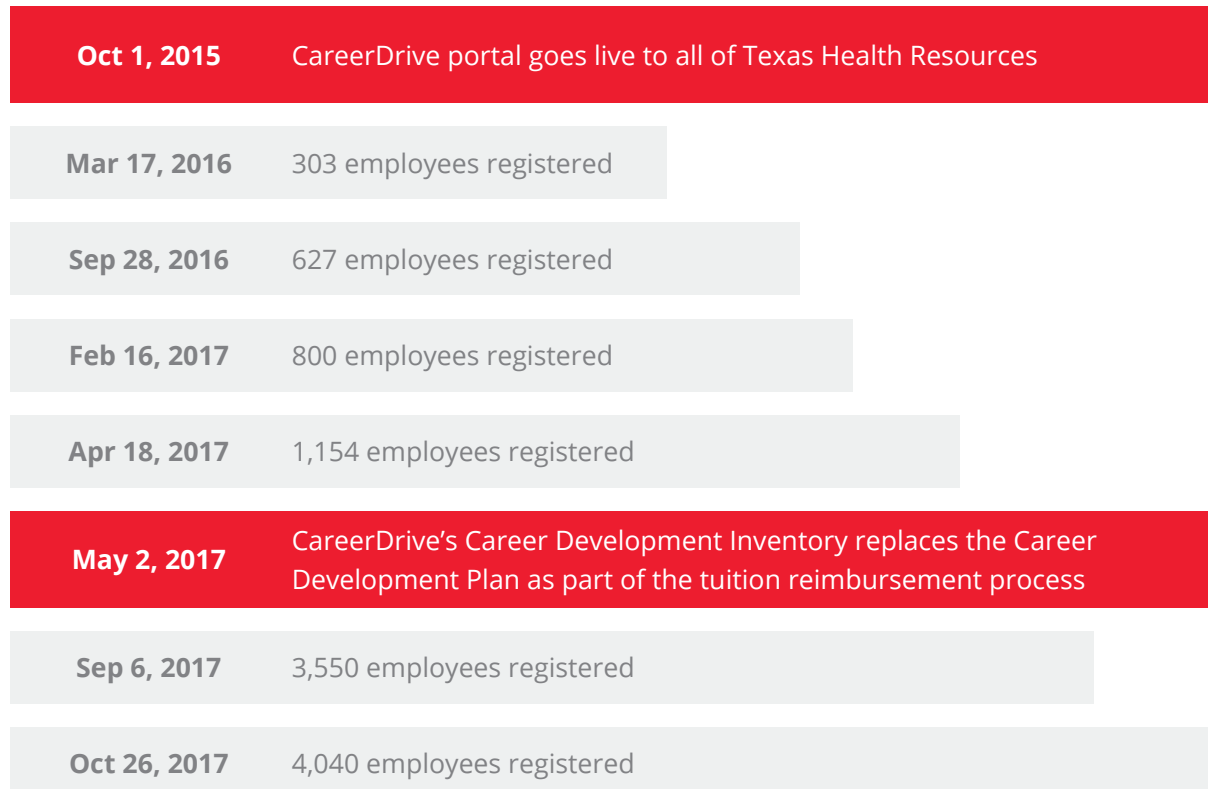
SOLUTION

To achieve the goals of the CDP, **CareerDrive** portal was launched - a website that provides employees with one place for everything to know about career development and job transitions while incorporating into the tuition reimbursement process. CareerDrive is seamlessly accessible with just one click (and no additional logon details) from the intranet site which is the go-to place for employees for key resources such as biweekly pay stubs, HR forms and benefits information.

CUSTOMIZED ASSESSMENT

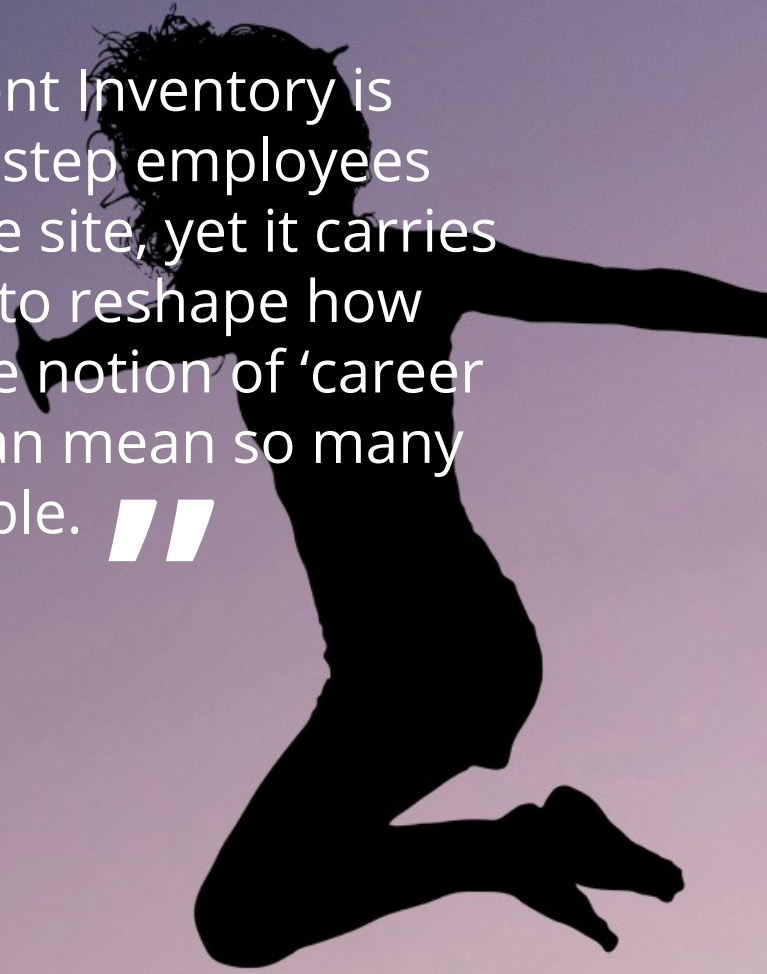
Texas Health leveraged the Career Development Inventory (CDI) - a customized assessment Fuel50 built within CareerDrive and increased its visibility through internal promotion. This assessment asks Texas Health employees to self-rate their levels of career preparedness based on seven competencies. The results allow them to **gain a greater self-awareness of where they are in their career development journey** and provides suggested next steps. This could include additional formal education, where they can make use of the company's tuition reimbursement benefit.

TIMELINE



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Our Career Development Inventory is a simple and brief first step employees take on the CareerDrive site, yet it carries the powerful potential to reshape how employees perceive the notion of 'career development,' which can mean so many things to different people. //



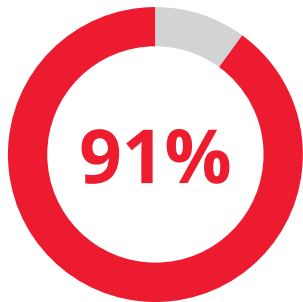


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RESULTS

Texas Health have eliminated the need for an employee to spend 20% of their time managing the CDP process, allowing that time to be used for other responsibilities. What's more, the career-development step of the tuition reimbursement process can now be verified quicker and in real time.



of users now found it easy to locate and use the new CareerDrive site



User usage increased from 2% to 16.8%

“Every goal of this initiative was met”

WHAT NEXT?

Evaluating and fine-tuning the user experience.

