



Boston Children's Hospital builds workforce wellbeing & engagement with grokker

With a workforce of 14,000 strong, Boston Children's Hospital (BCH) is one of the largest pediatric medical centers in the United States. The 400-bed facility provides a complete range of health care services for individuals from birth to adults 21 years of age. BCH admits around 25,000 patients each year. But with the onset of the worldwide pandemic, BCH employees found themselves emotionally and physically stretched. "We're a 24/7 organization, and individuals are working too many hours due to the pandemic," explains Suzanne McDermott, Senior Director of Operations at Boston Children's Hospital.

“We liked the ease of implementation. We've learned that Grokker will actually listen to customization requests, so we feel we can give input and customize things for well-being programs that we need.”

— Suzanne McDermott,
Senior Director of Operations
at Boston Children's Hospital

The Challenge

“We struggle with a geographically disparate workforce, multiple locations, and settings,” says McDermott. In addition to these challenges, the BCH team consists of generational variances and individuals who speak various languages.

Then the emergence of the worldwide pandemic only complicated matters. “Sleep issues for our workforce is a major concern and the work-life boundaries at home can be completely blurred,” says McDermott.

Plus, in March 2020, half of the BCH team began working from home, most for the first time. Remote workers have adjusted but new challenges arose during their workday: things such as isolation, inadequate work space, and ergonomic concerns. Although not physically located at the Hospital or a satellite, remote employees must still adhere to company rules, culture, and schedule. “We noticed that the work/life boundaries are more blurred for remote workers,” says McDermott, “and this is a large burnout risk for us as an employer.”

BCH wanted to support its employees by providing access to a convenient, engaging, and powerful wellbeing platform. The solution must also be easily accessible for any user regardless of age or technical background.

The Solution

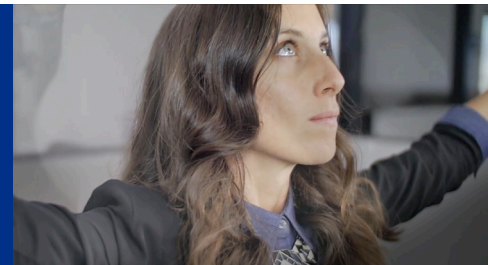
Like other companies in the healthcare industry, BCH desired support services that build workplace culture, boost retention, and prevent burnout. “We want to have an umbrella of support for our team,” says McDermott.

BCH loved that Grokker provides employees a guided, personalized, holistic experience allowing them to achieve life changing results in physical, mental, sleep, nutrition, and financial wellbeing.

With over 4,000 health-related videos, BCH employees have unlimited and convenient access using any device, including fitness tracker, laptop, mobile (iOS and Android), and streaming services including AppleTV, Roku, Chromecast, and Amazon FireTV.

As a bonus, each BCH employee can share access to the Grokker platform with two members of their household. So a sibling, parent, or spouse could take advantage of the vast, rich pool of content and garner the same mental health benefits as the primary user.

Grokker[®]
CASE STUDY



RELIEVE BACK PAIN
by Christina Robohm

“This is what I needed after 3 hours of zoom meetings. Thank you!”
— J.J.



RELAX 2 - HOW TO SETTLE A BUSY MIND
by Andrew Johnson

“Very relaxing and calming. Great for reducing the number of thoughts while at work.”
— E.B.



KILLER KETTLEBELL STRENGTH
#1 by Pace and Go

“Great glowing workout, epic and achievable. Thanks!”
— A.C.

