

Community Health System: Insights to 250 Departments in 3 Days



Overview of the challenge

[Community Health System](#) is the leading healthcare provider in California's central San Joaquin Valley. The organization runs regular employee surveys with rich open-ended comments about what staff like and what gets in the way of their team's success.

Previously, the team exported everything into Excel and shared insights through one-on-one meetings with leaders. There was no standardized deliverable, and access to comments was largely limited to VPs.

With roughly an hour of preparation per department and 250 departments to cover, the team faced weeks of rolling work.

Building scalable insight delivery with Thematic

The experience team turned to Thematic to transform how they analyze and report on qualitative feedback.

Using Thematic's [Answers](#) and [dashboards](#) features they designed a one-page report for every department. Each one-pager included a summary of what people liked, a summary of obstacles, and five recommended next steps tailored to what middle managers can actually control.

To make the process repeatable, they built a single dashboard template with the same layout for every department. They applied a department filter, used the same structure, and copied outputs into their Canva template.

Human review remained essential. The team read through each set of outputs to catch errors and replace recommendations that no longer made sense given system-wide changes.

KEY RESULTS

3X

FASTER REPORTING (160+ HOURS SAVED PER CYCLE)

\$10K+

COST REDUCTION PER CYCLE

250

REPORTS IN 3 DAYS

100%

DIRECTOR ACCESS TO STANDARDIZED FEEDBACK REPORTS

LEADERS NOW START WITH CLEAR SUMMARIES, SO DIRECTOR CALLS FOCUS ON PRIORITIES RATHER THAN BASIC REPORTING.

*Cost savings calculated using a fully-loaded hourly rate of \$61, based on U.S. Bureau of Labor Statistics data for healthcare HR specialists plus standard benefits loading (35%).

The only reason we built these single-page reports is because we had Thematic. Before, we were doing everything in an Excel spreadsheet and just generating information and having conversations with people in real time.

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Community Health System**