

The Forgotten Frontline: Behind the curtain of healthcare worker disengagement in 2024



If you've ever needed medical attention, you know that effective training and engagement from those who give you care isn't just important, it's urgent.

And that's why effective interaction between healthcare administrators, HR leaders, and frontline workers is critical.

Workvivo commissioned an Independent research firm to survey 1000 frontline healthcare workers and HR/Comms/Administrative leaders about how they communicate internally, and how that communication drives (or doesn't) a better working experience and growth.



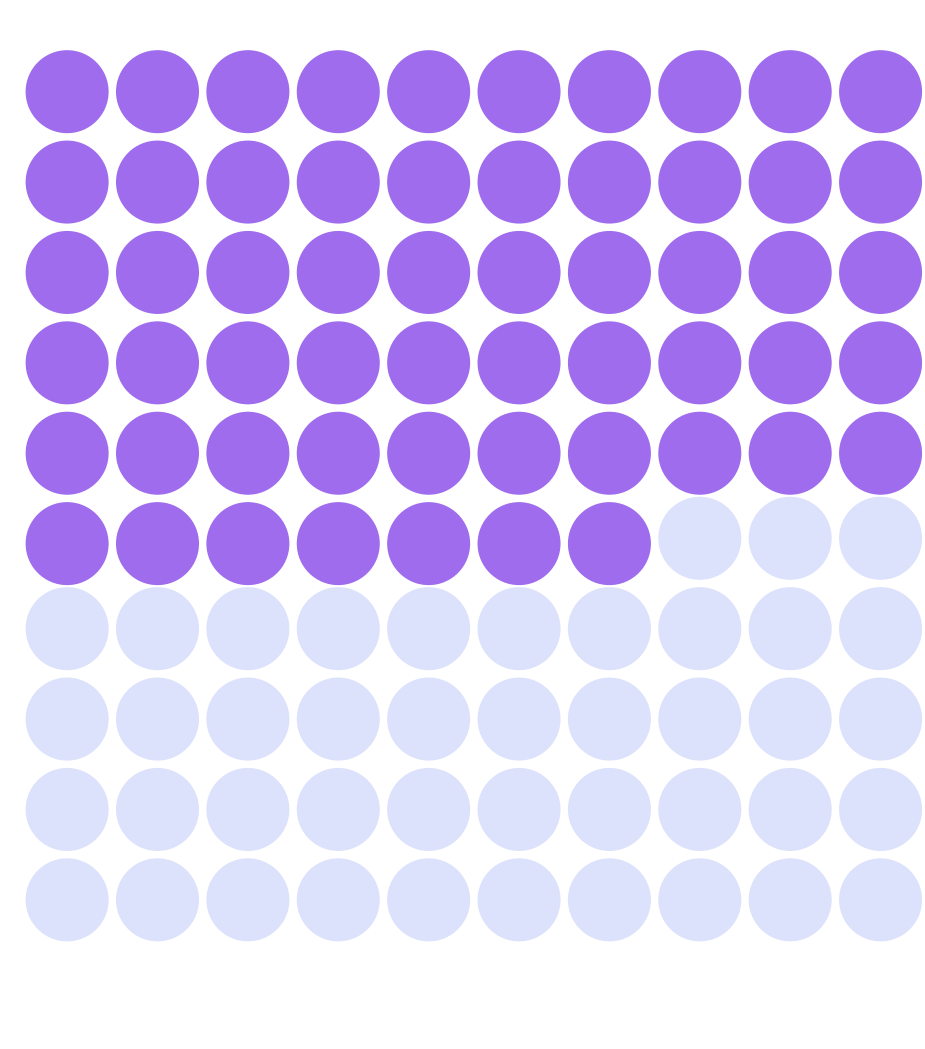
Only 33%

of frontline workers say they **feel appreciated** at work



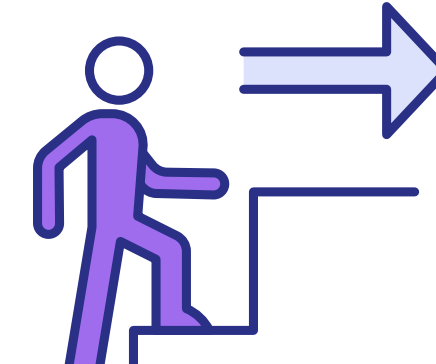
Only 18%

feel satisfied when they go home at the end of the day.

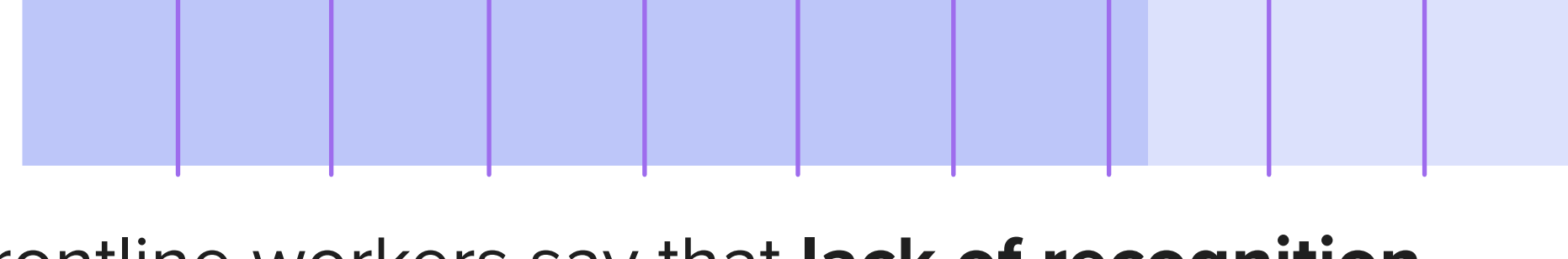


57%

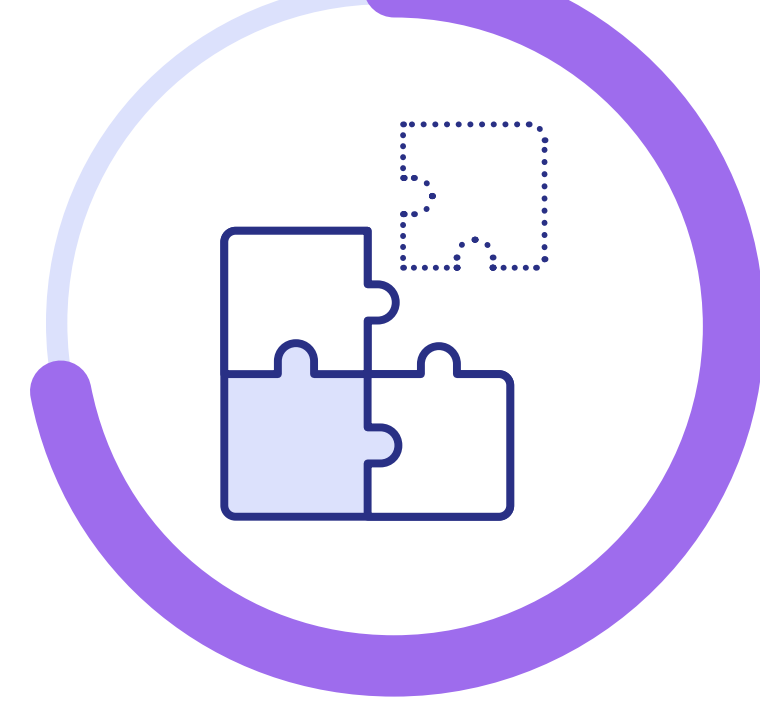
of frontline healthcare employees **admit to feeling disengaged** in their jobs, with those workers being **4X more likely to consider quitting**.



72%



of disengaged frontline workers say that **lack of recognition is their #1 reason** for feeling disengaged



39%

of frontline workers **feel forgotten** about by their organization



43%

of frontline healthcare workers **say their voice isn't heard** in their company



But 90%

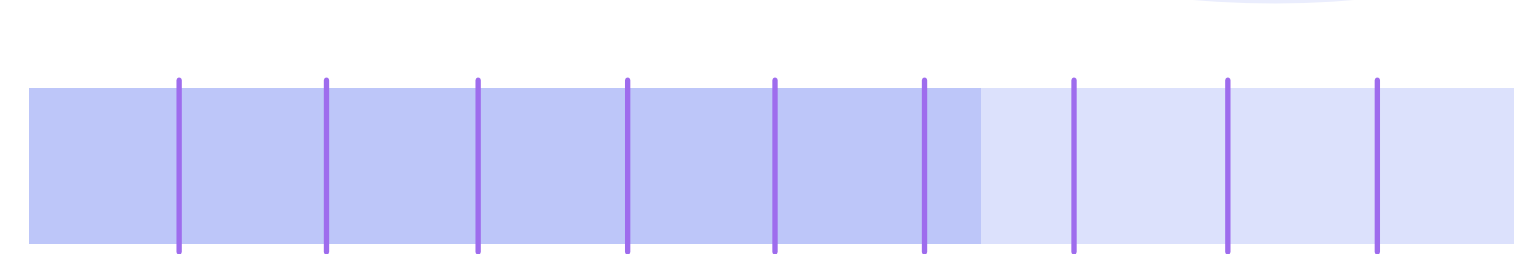
of healthcare administrators **say they listen to employees concerns/feedback**

Only 37%

of healthcare administrators **say their organization consistently fosters a sense of belonging** with frontline workers



63%



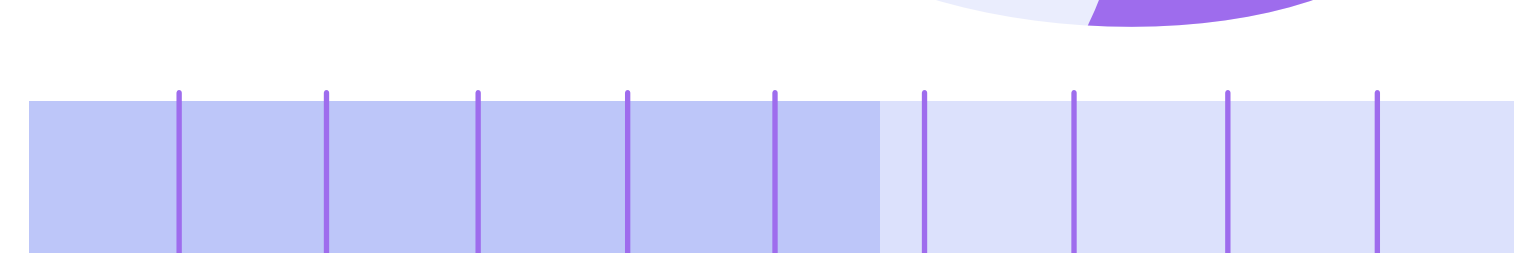
of healthcare administrators **admit their organizations don't foster a sense of belonging** with frontline workers

Only 43%

of healthcare administrators **say their internal comms are highly effective**

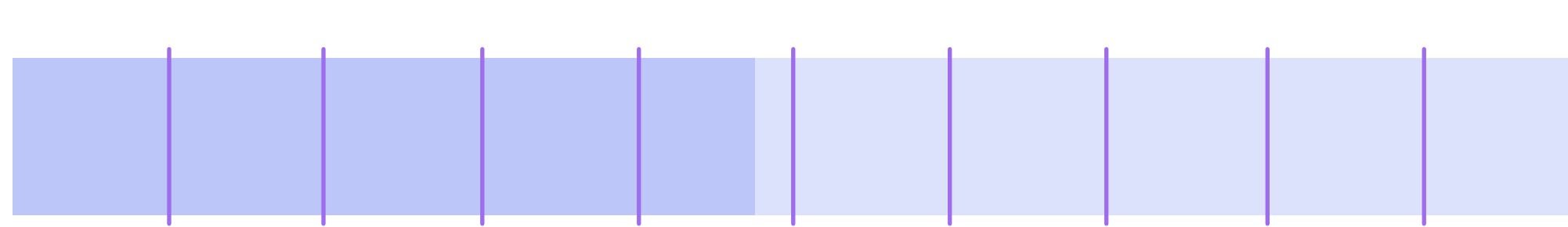


57%



of healthcare administrators **say their internal comms are ineffective**

47%



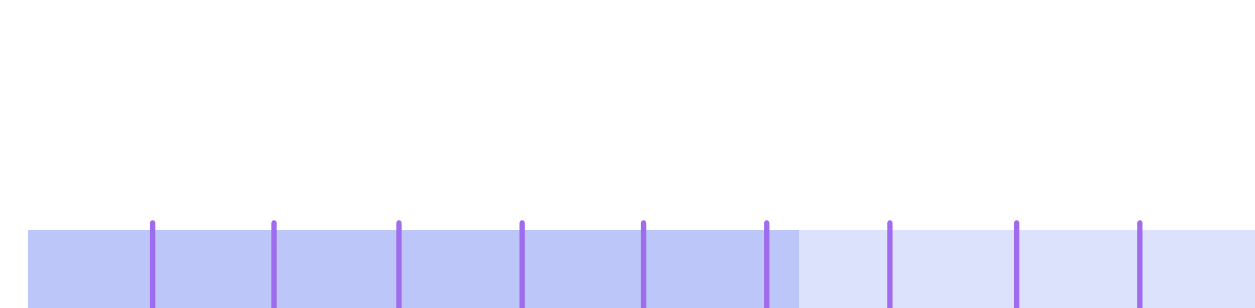
of healthcare administrators **struggle to manage noise** on workplace comms tools

71%

of healthcare administrators **say they contact coworkers on non-official apps** like WhatsApp and iMessage about work-related matters



62%



of healthcare administrators **say their current communication tools limit them** from doing better in their roles

