

# Omada Health Increases Its Quality of Management By 13% With Reflektive

## The Challenge

Omada Health's employees were regularly asking to give and receive more feedback at work. The people team at Omada recognized they needed a new way to deliver feedback that was balanced on both "what" someone does with "how they do it." Without it, their life-saving mission to help their rapidly growing user base of 100,000+ individuals and several major employers and health plans was at stake.

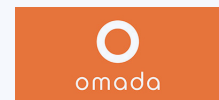
In an effort to grow their business, retain top talent, and scale their hard-earned "grow together" company value, the team started searching for technology that could facilitate feedback in a programmatic manner that focused on future growth versus past performance.

## The Solution

Reflektive was the best match for the three criteria Omada prioritized when seeking a performance management solution: flexibility for designing reviews, simplicity for everyone, and a modern user interface. They also were looking for a vendor that would be a best practice partner.

"Our customer success manager [CSM] Andrew was an amazing partner to my team and me. He made us feel like we were the only client he was working with," said Jo Dennis, Chief People Officer. "He was focused and fast, showed that he cared about our success, and was incredibly humble and fun to work with."

Dennis added that her work with her CSM and the rest of the Reflektive support team has been the "best experience ever" due to their "incredible responsiveness and willingness to always go the extra mile," which is crucial to the success of the Omada community and mission.



Omada Health is on a mission like none other: to inspire and enable people to live free of chronic disease by delivering behavioral change at scale through health coaching and technology. Their premiere online programs combine clinically supported and evidence-based science, technology and design to empower people to live full, healthy lives. Their participants are supported by a coach and a network of peers for real-time feedback, support and accountability.



**HOSPITAL & HEALTH CARE**  
Industry



**2011**  
Year Founded



**SAN FRANCISCO, CA**  
Headquarters



**200 - 500**  
Employees



**MISSION**  
To use behavior science to change unhealthy habits, improve health and reduce the risk of chronic disease for all.



**VALUES**  
Participants first, Empower partners, Swing big, Hustle smart, Grow together, Be humble

## The Results

Omada Health designed a system that concentrated on growth and integrated day-to-day feedback that focused on contributions over time. They customized their evaluations to emphasize forward-looking questions versus a more retrospective, traditional approach to performance reviews with the following cadence:



**Giving shouts outs all day long** for celebrations and successes on our "kudos" wall. Kudos are tied to Omada's core values and are celebrated at company meetings.



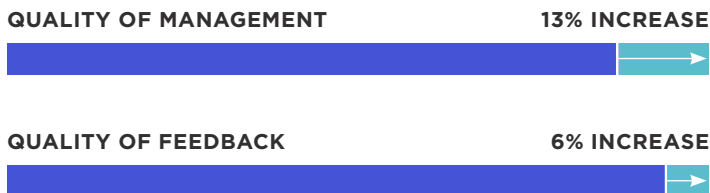
Setting new members of the team up for success with a **90-day self, peer and manager review**. Zooming in mid year on our development and careers.



**Circling back at the end of the year** for complete rigorous 360s, separate from compensation reviews.

Omada also launched real-time feedback company-wide. Within one year, **93% of the recognition was shared publicly** and 7% was shared privately. They were able to professionalize their existing transparent, feedback-driven culture with Reflektive's integrated technology.

After one year of partnering with Reflektive, Omada's top quartile engagement scores increased across the board:



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Having started my career in HR, I learned early on that investing in people for the long term, not just the here and now, is crucial to running a successful business. That's why we chose to invest in Reflektive.



**Sean Duffy**

CEO at Omada Health

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Now more than ever, values and how people do their job is so important to the success of an organization. Having a product like Reflektive really helps with the backbone of that through evaluations, our recognition program, and onboarding new hires.



**Jo Dennis**

Chief People Officer at Omada Health