

EMPLOYEE SENTIMENT ANALYSIS

HEALTHCARE INDUSTRY

JULY 2026

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APPROACH & METHODOLOGY

- **Revelio Labs database:** Analysis leverages a database through Revelio Labs, tracking publicly available data across 20M+ employers.
- **Public review sources:** Sentiment data is derived from Glassdoor.
- **Ratings and reviews:** Data is aggregated from both star ratings and open-text employee reviews.
- **Six industry segments:** The analysis spans six healthcare segments; each segment and its review volume are shown at right.
- **Engagement-driver themes:** The report summarizes positive and negative sentiment trends across drivers like culture, compensation, benefits, and work/life balance.

Industry Segment	Review Volume
Healthcare and Hospital Services	**84,640**
Healthcare Cooperatives and Medical Services	**17,686**
Healthcare and Wellness Services	**46,618**
Healthcare Providers and Medical Insurance Services	**9,648**
Healthcare Services and Facilities	**11,644**
Healthcare and Mental Health Services	**24,182**
Total reviews	**194,418**

EXECUTIVE SUMMARY

Employees value the human core

Across segments, people consistently value the mission-centered parts of the work: purpose, supportive coworkers, benefits, flexibility, and opportunities to gain experience.

Strain sits in the systems around the work

Negative sentiment ties to whether the work feels sustainable: leadership communication, workload and staffing, compensation, training, advancement, and turnover.

Connected to the work, asking for support

Sentiment varies by segment, but the throughline is constant: employees are committed to the work while asking for stronger support around it.

WHAT EMPLOYEES ARE TELLING US

The value, the strain, and how they vary across healthcare settings.



WHAT EMPLOYEES VALUE

Positive Sentiment Themes

Supportive coworkers & team culture	Employees frequently highlight collaboration, camaraderie, and a family-like atmosphere.
Meaningful, rewarding work	Positive sentiment centers on purpose, care delivery, resident support, wellness, and helping others.
Benefits & work-life balance	Benefits and flexibility are commonly viewed as strengths across segments.
Learning & career exposure	Employees recognize opportunities to gain experience and build industry knowledge, even when advancement is limited.

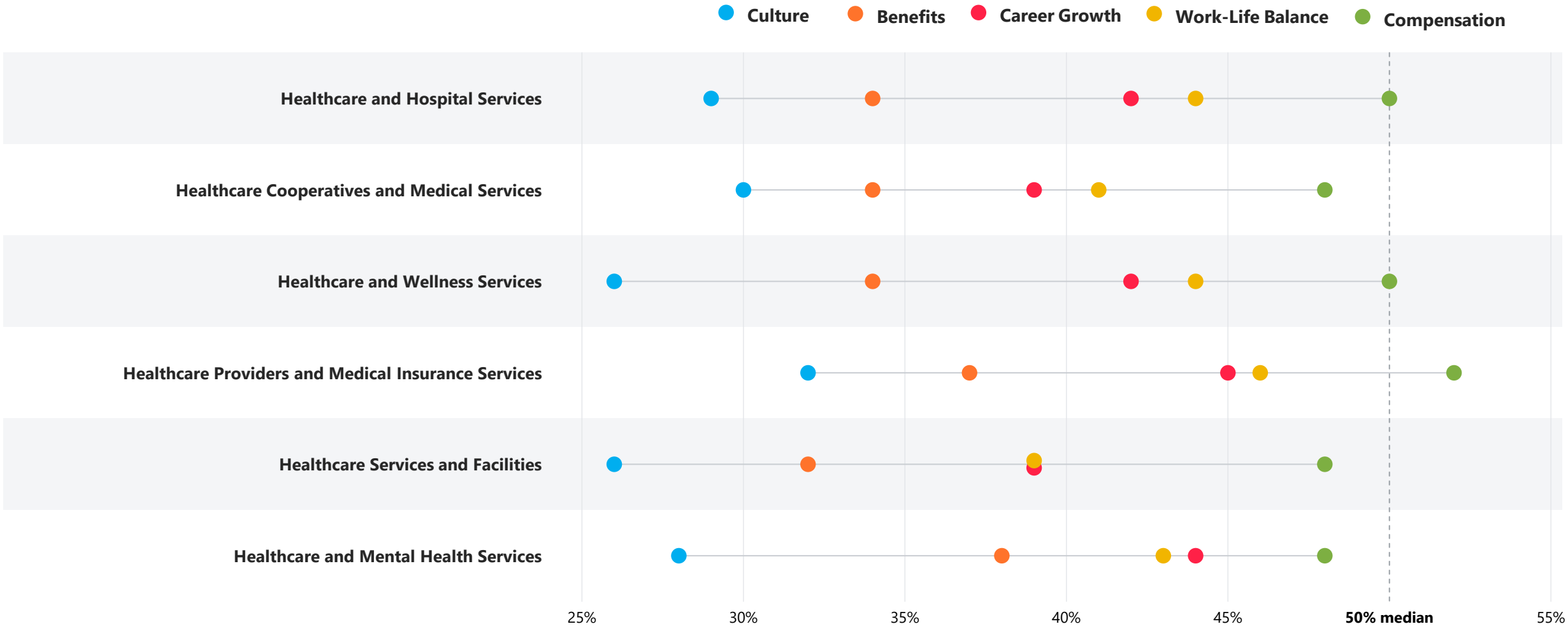
WHERE SENTIMENT STRAINS

Negative Sentiment Themes

Leadership & communication gaps	Poor communication, unclear expectations, limited transparency, and weak managerial support.
Workload & staffing pressure	Reviews frequently describe employees as overworked, stretched thin, and unsupported.
Compensation concerns	Pay is a recurring pain point, especially when role demands are not reflected in wages.
Limited advancement & development	Constrained career paths, insufficient training, and limited recognition.
Turnover & culture strain	High turnover and toxic environments erode otherwise positive team dynamics.

Engagement Drivers Across Healthcare Industries

The percentage shown is a proprietary composite score that aggregates star ratings, review text, and publicly available feedback from Glassdoor.
A score of 50% represents median sentiment; values above 50% reflect more favorable-than-median sentiment, while values below 50% indicate less favorable sentiment.



Source: Revelio Labs composite sentiment index; rolling 12-month lookback aggregating Glassdoor feedback.

Sentiment by Healthcare Segment

Hospital Services

Value

Benefits, supportive teams, collaboration.

Pressure

Leadership, communication, turnover, pay.

Focus

Strengthen frontline leadership and staffing support.

Cooperatives & Medical Services

Value

Family-like culture, flexibility, community.

Pressure

Low salaries, advancement, workload, training.

Focus

Clarify career paths and improve pay/training alignment.

Wellness Services

Value

Mission, benefits, work-life balance.

Pressure

Unclear expectations, feeling undervalued, growth.

Focus

Reinforce recognition, role clarity, and development.

Providers & Medical Insurance

Value

Collaboration, benefits, experience-building.

Pressure

Leadership, training, compensation, advancement.

Focus

Improve training quality, recognition, and transparency.

Services & Facilities

Value

Learning, experience, benefits, coworkers.

Pressure

Toxic leadership, workload, turnover, low pay.

Focus

Address staffing models, supervisor effectiveness, retention.

Mental Health Services

Value

Rewarding work, care quality, team dedication.

Pressure

Workload, turnover, training, compensation.

Focus

Reduce burnout risk and invest in manager capability.

Why Sentiment Differs by Segment

Care intensity matters

Segments with more direct care, resident support, or emotionally demanding work show stronger concerns around workload, burnout, staffing, and support.

Operating model matters

Facility-based and hospital environments are more sensitive to scheduling pressure, frontline supervision, turnover, and staffing shortages.

Role expectations matter

Administrative, cooperative, and insurance-adjacent environments emphasize pay, career pathways, training quality, and office workload.

Mission alone is not enough

Employees value the work deeply, but sentiment falls when leadership, compensation, training, and advancement don't keep pace with job demands.

FROM INSIGHT TO ACTION

Priorities to protect the positives and strengthen the operating conditions.



Overall Takeaway

Healthcare employees value the **purpose of the work, their colleagues, and the employment value proposition** but the experience strains when leadership, staffing, rewards, training, and career pathways don't support the realities of the job.

PROTECT

The positive anchors

Mission, teamwork, benefits, flexibility, and supportive peer relationships that employees already value.

STRENGTHEN

The operating conditions

Leadership, staffing, rewards, training, and career pathways that make those positives sustainable.

Recommended Priorities

Preserve the experience anchors

Keep reinforcing mission, teamwork, benefits, flexibility, and supportive peer relationships.

Strengthen operating supports

Improve manager communication, expectation-setting, transparency, and frontline leadership.

Reduce sustainability pressure

Focus on workload, staffing, scheduling, and burnout risk in direct-care and facility-based settings.

Build clearer career infrastructure

Clarify development paths, improve training quality, and create visible advancement opportunities.

Evaluate rewards alignment

Review whether pay and recognition reflect role demands, market expectations, and work intensity.

Tailor actions by segment

Avoid a one-size-fits-all response; prioritize interventions by each setting's operating model and pressures.

Talent Solutions Capabilities

Compensation Consulting

Align pay with business goals, benchmark to market, and simplify structures with transparent communication.

Total Rewards Consulting

Optimize a data-driven total rewards strategy to attract, retain, and engage talent.

HR Solutions

Build a strong HR foundation with clear values, performance management, and simplified compliance.

Wellbeing & Engagement

Uncover insights through surveys and analysis; tailor wellbeing across financial, physical, and mental health.

Strategic Communications

Drive results through clear messaging, multichannel execution, and a compelling internal brand.

HR Outsourcing

Get the HR support you need — full outsourcing, partial help, or project-based assistance.

Full Open Text Summary – Rolling 12 Months

Positive	Negative	Industry
Appreciate the decent benefits and supportive team atmosphere within the industry. Coworkers contribute positively to the overall workplace, fostering collaboration and camaraderie. Opportunities for career enhancement are available, making this a solid place for individuals seeking to build a meaningful career.	Highlight concerns regarding leadership and communication within the department. Staff experience high turnover and feel unsupported, leading to a toxic work environment. Many express dissatisfaction with pay, training, and advancement, indicating a need for significant improvement in culture and support for staff development.	**Healthcare and Hospital Services**
Fosters a collaborative environment where people feel like family. The culture emphasizes teamwork and support, creating a positive atmosphere for all. Employees appreciate the flexibility and strong sense of community, making it an enjoyable place to work.	Highlighting the prevalent issues in this industry, employees often express dissatisfaction with low salaries and limited opportunities for advancement. Training programs are frequently criticized for being ineffective, focusing more on sales than genuine development. Additionally, staff report excessive workloads and a lack of support from leadership, contributing to a challenging office atmosphere.	**Healthcare Cooperatives and Medical Services**
Foster a supportive culture that emphasizes teamwork and collaboration. Employees appreciate the strong benefits package and opportunities for career enhancement. The work-life balance is commendable, allowing individuals to thrive both personally and professionally within the organization's mission-driven framework.	Highlighting communication issues, leadership often fails to provide clear expectations and support. Staff frequently feel undervalued and overworked, with compensation not reflecting their efforts. The environment can be toxic, leading to high turnover and dissatisfaction among employees who seek growth and development.	**Healthcare and Wellness Services**
Foster a collaborative environment where colleagues support one another. This place offers numerous opportunities for personal and professional experiences, along with great benefits. The team is dedicated to maintaining a healthy balance between life and job responsibilities, making it an enjoyable workplace.	Highlighting communication issues, many employees express frustration with leadership and the lack of effective training. Staff often feel overworked and underpaid, with minimal opportunity for advancement or recognition. The overall sentiment reflects a need for improvement in compensation, managerial competence, and organizational transparency.	**Healthcare Providers and Medical Insurance Services**
Foster a supportive environment where colleagues collaborate effectively. Employees appreciate the opportunities to learn and gain valuable experience in a rewarding atmosphere. The benefits offered contribute positively to the overall balance of life and professional commitments, making it an attractive place to thrive.	Highlighting toxic leadership, the workplace culture is characterized by poor communication and high turnover rates. Staff often face overwhelming workloads with minimal support and low compensation. Career progression is limited, leading to dissatisfaction and a lack of growth opportunity for employees.	**Healthcare Services and Facilities**
Foster a supportive environment where colleagues collaborate effectively to provide exceptional care. Opportunities for professional and personal fulfillment abound, enhancing work-life balance. The team's dedication to residents and each other creates a positive atmosphere that makes every day rewarding.	Highlighting toxic leadership, the organisation suffers from poor communication and a lack of training, leading to high staff turnover. Workload issues are prevalent, with staff feeling overworked and underappreciated. Compensation remains uncompetitive, contributing to a culture where progression and development are stifled.	**Healthcare and Mental Health Services**

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