

Staffbase

Healthscope

CASE STUDY

Healthscope

Uniting Healthscope's 19,000 healthcare employees through connection, communication, and care.

THE STARTING POINT

When connection breaks down, patient care suffers

Healthscope is one of Australia's largest private hospital networks, with 38 hospitals, 19,000 employees, and a workforce made up largely of frontline professionals. What this story captures is how, during some of the most turbulent years in the company's history, including receivership in 2025 and a lender-driven break-up finalising in late 2026, a single source of truth kept 19,000 people informed, connected, and focused on patient care while the ground shifted beneath them.

That resilience is arguably the more interesting story now than the original launch narrative. Staffbase wasn't just a communications rollout. It was the thing that kept working when almost everything else was in flux.

38
Hospitals across Australia*

19,000+
Employees, frontline & corporate

76%
Mobile access via native app

84.1
Best-ever Patient Experience Score (NPS as of June 2026)



*data as of April 2026

Critical updates often failed to reach those working night shifts, rotating rosters, or regional locations. Leadership couldn't see who was being reached or who was being left behind. Multiple legacy platforms made unified messaging impossible. A diverse workforce needed multilingual and inclusive communication, and SharePoint licensing restricted frontline staff from accessing key systems in the first place.

For Healthscope, keeping employees informed wasn't just an operational priority. It was a patient care imperative. Communication gaps were a direct risk to care quality, safety, and connection.



> ***The past 12 months have reinforced just how important communication is when an organisation is navigating significant change. Our people are caring for patients every day, often while dealing with uncertainty themselves, so our priority has been to make sure they feel informed, connected and heard. We've focused on creating a place where people can access the information they need, hear directly from leaders, share feedback and, just as importantly, stay connected to the people and stories that make Healthscope what it is. In challenging times, that sense of connection and community really matters."***
>
> Brodie West, Corporate Communications Manager, Healthscope

THE ROLLOUT

One platform, one workforce, one standard of care

Healthscope needed more than a platform. It needed a bridge. A way to ensure that whether someone wore scrubs or a suit, worked the night shift or nine to five, they felt informed, valued, and part of something bigger.

Mobile-first hub for all 19,000 employees. One centralised platform replaced fragmented channels, accessible regardless of location, shift, or role.

Seamless Microsoft 365 and SharePoint integration. Office staff kept their SharePoint experience, while frontline workers without Microsoft licences gained equal access without additional licensing costs.

Multilingual, inclusive design. Multi-language functionality ensured language barriers no longer prevented Healthscope's diverse workforce from staying informed.

Real-time analytics and sentiment tracking. Leadership gained visibility into reach, engagement, and sentiment, enabling data-driven adjustments to content, format, and timing.

Australian data residency and compliance. Local hosting certified to ISO 27001, SOC 2, and TISAX met Australian healthcare data governance and privacy requirements.

Dedicated local healthcare support. A Sydney-based APAC team with healthcare expertise supported implementation, launch, and optimisation.



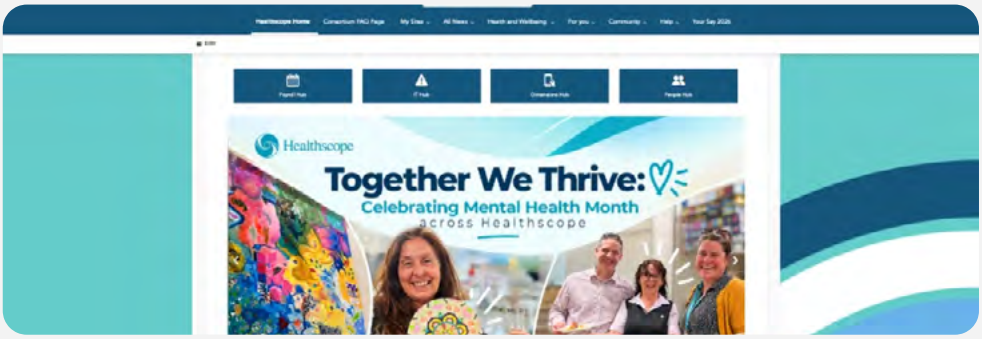
THE ROLLOUT

One platform, one workforce, one standard of care



> ***When Healthscope entered receivership 12 months ago, we knew that one of our most important jobs was to maintain the trust and support of our people. As we've gone through this journey, we haven't always been able to provide certainty or the answers people wanted, but we have made sure our people heard from us first, understood what was happening and felt connected to the organisation and each other. It's hard to imagine how we would have done this without the Staffbase app."***

Alistair Marshall, General Manager Communications, Healthscope



BUSINESS IMPACT

Real cultural change – and still climbing

Staffbase became an integral part of Healthscope's daily operations, with adoption and engagement levels that demonstrate measurable, lasting transformation. Two years on, those results have kept building.

70.8%

Weekly stickiness. Employees return every week, making Staffbase part of daily healthcare delivery.

76.6%

Monthly-to-weekly retention. Active users return week after week, proving lasting content relevance.

72.2%

News post engagement. Staff don't just read; they like, comment, and actively contribute.

These aren't just numbers. They are signs that silos are breaking. Communication is no longer one-way or top-down — it's driving real two-way connection across all of Healthscope's hospitals.





“When our people feel informed, connected and supported, it makes a real difference to the care we provide. Staffbase has helped us bring our people together through one trusted source of information, ensuring our teams have what they need to stay connected and focused on delivering great patient care.”

Katherine MacHutchison, Chief People Officer, Healthscope

WHY STAFFBASE

Purpose-built for healthcare complexity

Frontline-first

Mobile-first design built for time-poor, on-the-go clinical staff.

Microsoft integration

Extends access without additional licensing costs.

Compliant and secure

Australian data residency with ISO 27001, SOC 2, and TISAX.

Inclusive

Multi-language support for a multicultural workforce.

Data-driven

Real-time analytics to continuously optimize communications.

Local expertise

Sydney-based APAC team with deep healthcare experience.



LOOKING AHEAD

Steady communication through a changing landscape

Healthscope's hospital network is entering a new phase, as its sites transition to a group of experienced Australian healthcare operators over the coming months. Through it all, one thing hasn't changed: the need for every nurse, doctor, allied health worker, and support team member to stay informed, connected, and focused on patient care — regardless of what's happening at the corporate level.

That's exactly what the platform was built for. As individual hospitals move to their new operators, the same mobile-first hub that gave 19,000 people a single source of truth is now helping teams navigate the transition with clarity instead of rumour — proof that strong internal communication matters most precisely when change is hardest.

Whatever comes next for each hospital, the lesson from Healthscope holds: when frontline teams have a trusted, mobile-first channel, they can weather organisational change without losing sight of what matters most — their patients.



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