

## CASE STUDY: Nursing Retention

### THE HIGH COST OF TURNOVER.

Most turnover occurs as a result of a poor selection decision. Nursing turnover costs in excess of \$29,000 per RN. This cost excludes other expenses related to the vacancy such as: agency costs, overtime, patient care and low morale.

### AIMING AT THE RIGHT TARGET.

Many Hiring Managers make their selection decisions based on experience and technical ability. Yet research indicates 70% of turnover occurs as a result of poor “fit” not technical ability. The Hospitals that pursue both “fit” and technical ability significantly improve their selection process.

### HIRE FOR FIT.

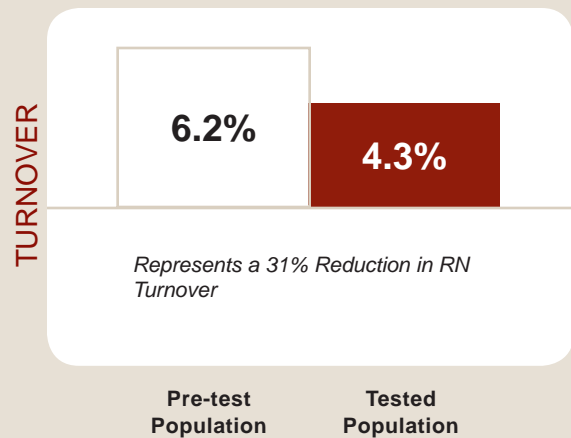
The Healthcare Selection Inventory (HSI) utilizes a “multiple assessment” approach that includes:

**Personality:** Identifies each applicant’s “fit” for nine Healthcare competencies (e.g. compassion, customer focus, teamwork, etc).

**Realistic Job Preview:** Identifies each applicant’s willingness to perform common Healthcare tasks (e.g. work on call, work holidays, etc.).

**Interview:** Provides a structured, behavioral-based interview process, along with specific follow-up questions to probe questionable behaviors.

### Six-Month Nursing Turnover Study



A Florida-based Healthcare System reviewed the impact of the HSI on their Nursing new-hire population. They discovered 19 fewer RN’s terminated within a 6-month period (as compared to the population not using the HSI).

### FINANCIAL UTILITY.

The reduction in RN turnover provides an annualized savings of \$1,112,070. (Based on the *Healthcare Advisory Board* cost of RN turnover; 38 RN’s x \$29,265 = 1,112,070).