

Retention Remediation Case Study

Work Institute's Retention Remediation Program significantly reduces employee turnover and saves employers millions of dollars in turnover costs.



THE CHALLENGE

Two multi-facility healthcare clients encountered significant employee turnover challenges. One saw first-year turnover of key patient facing roles and the other experienced overall turnover in their facilities. This high employee turnover caused significant challenges for the organizations related to patient care, staffing, and employee burnout.

In both instances, the industry average employee turnover exceeds 40%. Both employers evaluated their costs of turnover and found replacement costs and lost productivity costs exceeded millions of dollars.

THE SOLUTIONS

Both organizations implemented Work Institute's Retention Remediation Program which is designed to identify the facilities or departments experiencing the highest turnover rates. The Retention Remediation Program requires full implementation of the Voice of the Employee Results Model (seen below). However, it is focused exclusively on the 30% of facilities experiencing the highest turnover.

Work Institute conducted Exit Interviews with employees that had departed the selected facilities and implemented Stay Interviews to gain critical feedback from existing staff. Both interviews focused on the Core Drivers of engagement and retention – Organization and an Employer, Job, Team, and Manager.

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Analysis of the data and action planning meetings were conducted with facility leaders. After action planning implementation, there were scheduled follow-up meetings to ensure accountability.

THE CHALLENGE

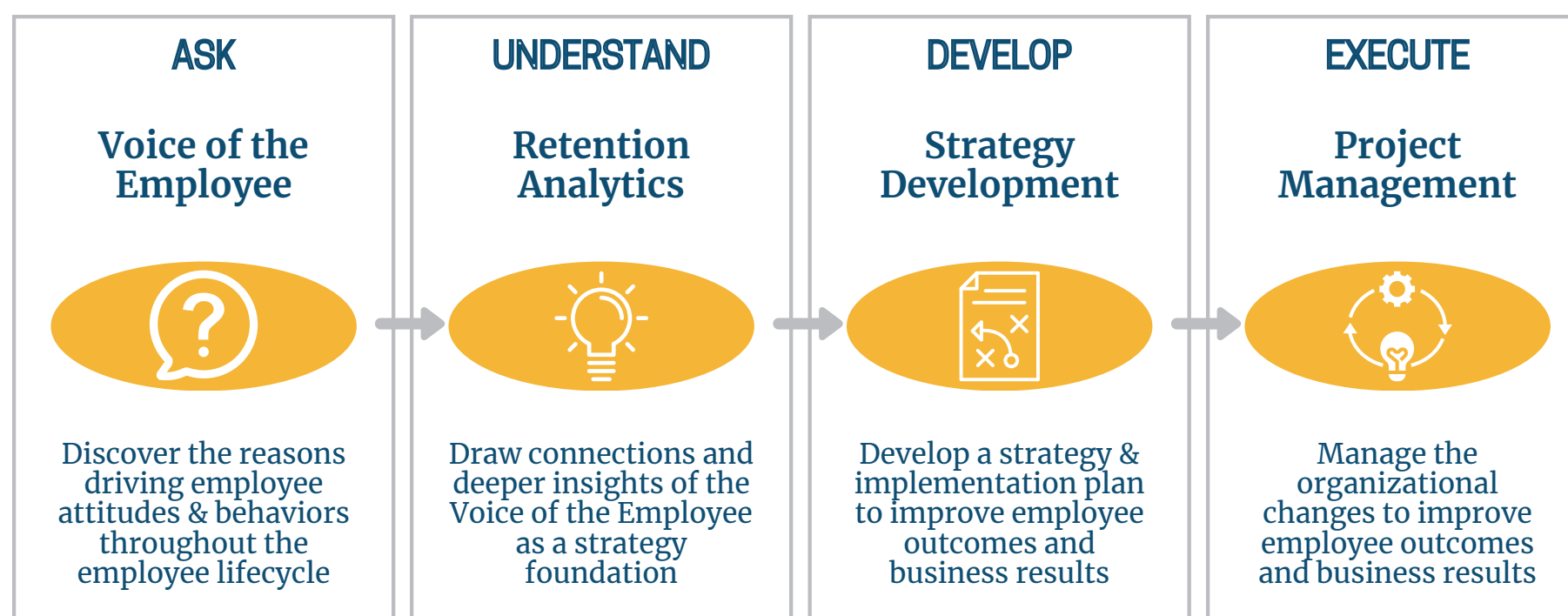
- Significant Employee Turnover
- First-Year Employee Turnover
- Decrease in Patient Care
- Employee Burnout

THE SOLUTION

- Implement Retention Remediation Program
- Program Identifies Locations with Highest Turnover Rates
- Exit Interviews with Former Employees
- Stay Interviews with Current Employees

THE IMPACT

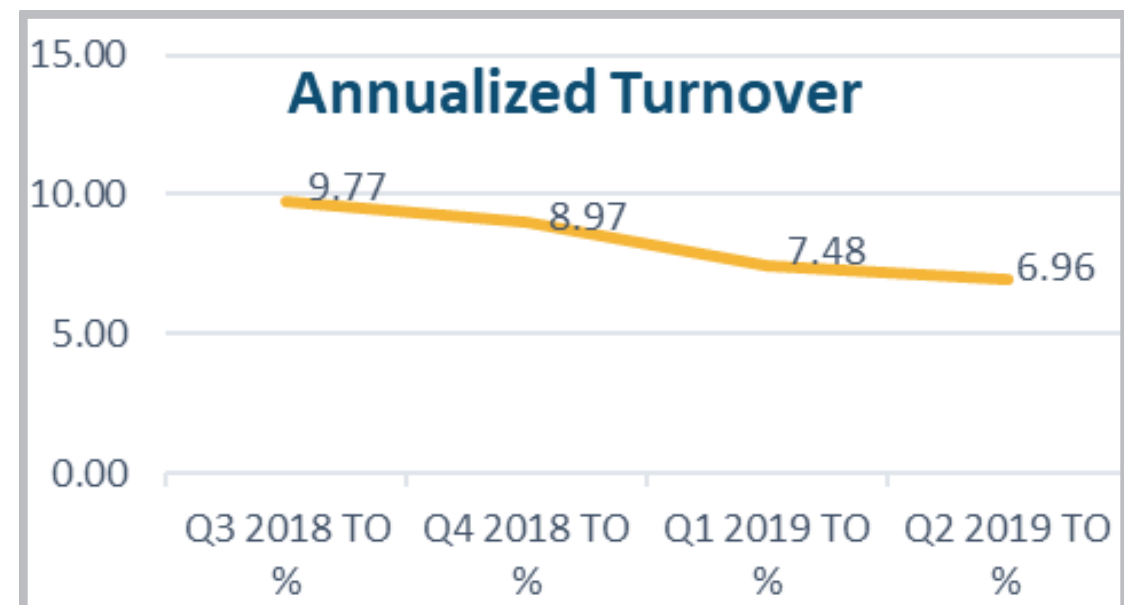
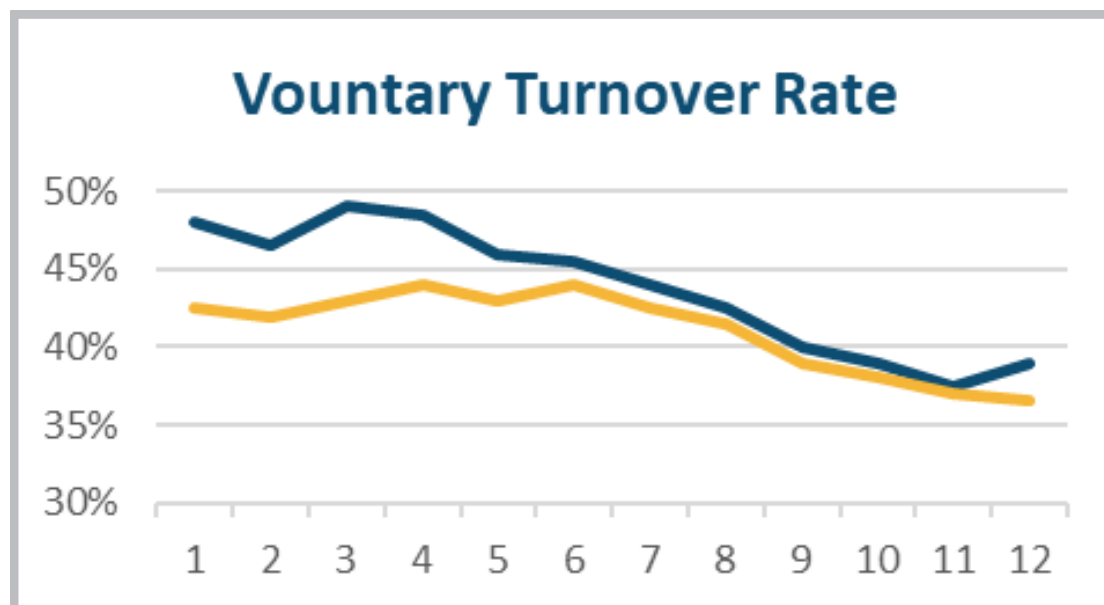
- Severe Drop in Voluntary Turnover Rates
- Saved Millions of Dollars in Lost Productivity Costs
- 25X Return on Investment



RETENTION REMEDIATION CASE STUDY

THE IMPACT

Both organizations experienced dramatic reductions in employee turnover, saving the organizations millions of dollars in replacement and lost productivity costs. Interestingly enough, both organizations saw their retention improve across the entire organization, and not just the facilities where the Retention Remediation Program was implemented.



When evaluating the success of the programs, Work Institute concluded there were three unique factors of the Retention Remediation Program that ensured success:

- The exit and stay data conducted through our unique telephonic approach provided specific context to the turnover issues that were used to build sustainable actions.
- The action planning process was "hands on" and facilitated by one of Work Institute's workforce consultants. Our consultants gained intimate knowledge of the workings of the facilities creating the ability to leverage best practices throughout the organizations.
- Through both being required to engage in Work Institute's program and the follow-up, there was intense accountability to make improvements by the facility leaders.

In both organizations, the
return on investment was 25 times the cost
to implement Work Institute's Retention
Remediation Program.

Developing a retention strategy is the best way to minimize turnover and keep the best staff in your workforce. Retention strategies aren't one-size-fits-all, though. You need an approach as unique as your company and your employees. Work Institute partners with companies to create data-based solutions to the most common workplace problems. Whether you're battling high turnover, a lack of promising recruits, or leadership issues, we can help you find your bearings and emerge stronger than ever.

ABOUT WORK INSTITUTE

Work Institute is an independent workforce research and HR consulting firm that specializes in measuring, understanding, and predicting workforce behaviors to identify crucial areas of improvement and offer strategic insights to increase productivity, reduce turnover, and improve the bottom line.

Established in 2000, Work Institute is a leader in employee retention programs, employee engagement strategies and workplace solutions. Our employee satisfaction experts help companies attract, retain talent, improve performance, diminish risk and manage human capital cost by improving workplace conditions.

Through commitment to matching research and analysis to the client's needs and to asking the right questions, Work Institute provides employers with employee retention and engagement programs that drastically improve overall employee satisfaction, reduce costs and promote profitable growth.