# The Power of Pre-Hire Assessments on Staff Retention & Engagement

## Mission Health, Asheville NC

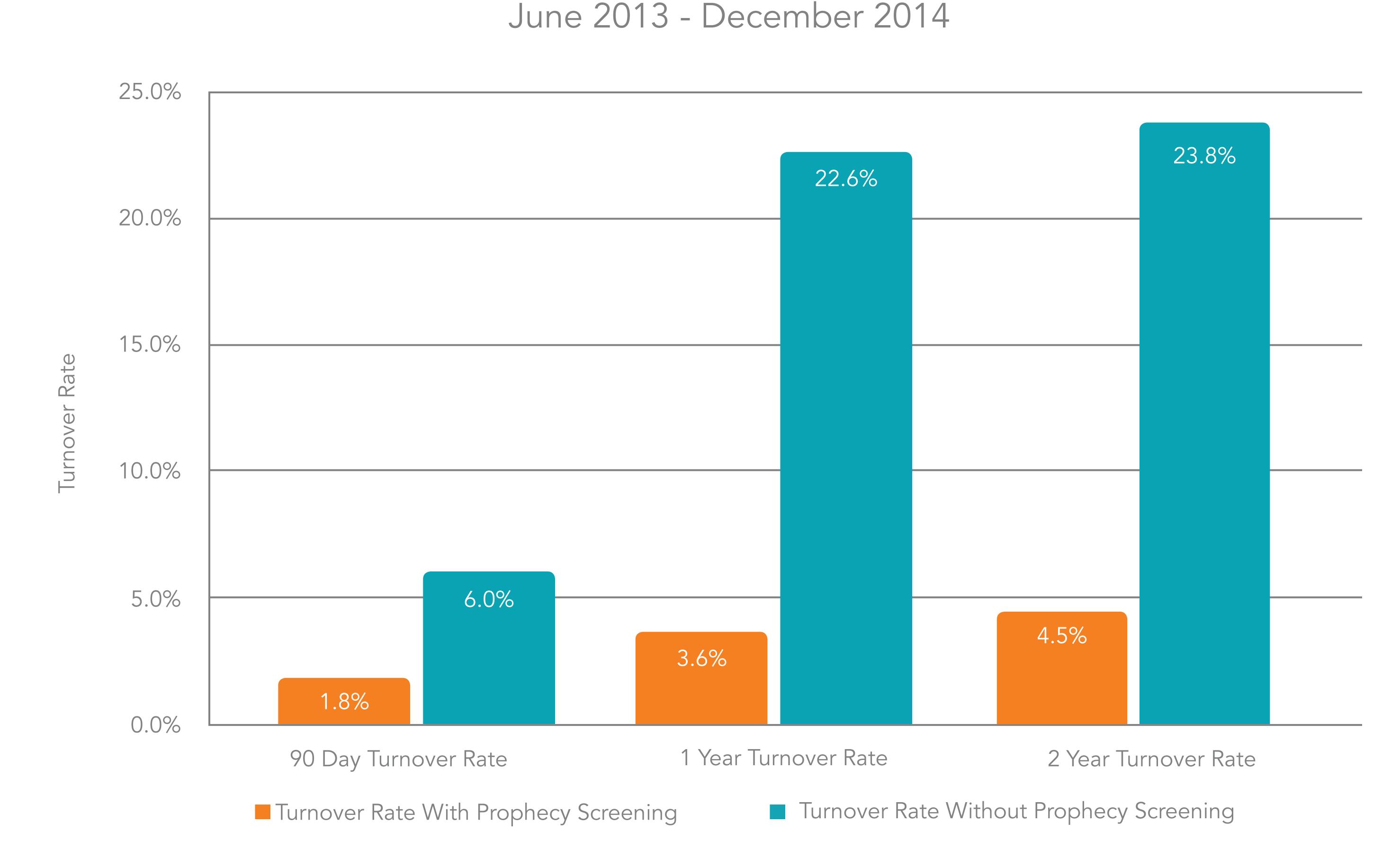
### Problem:

Employee turnover rates continue to escalate in healthcare, resulting in an increased proportion of sparse funds being spent on hiring, training and onboarding.

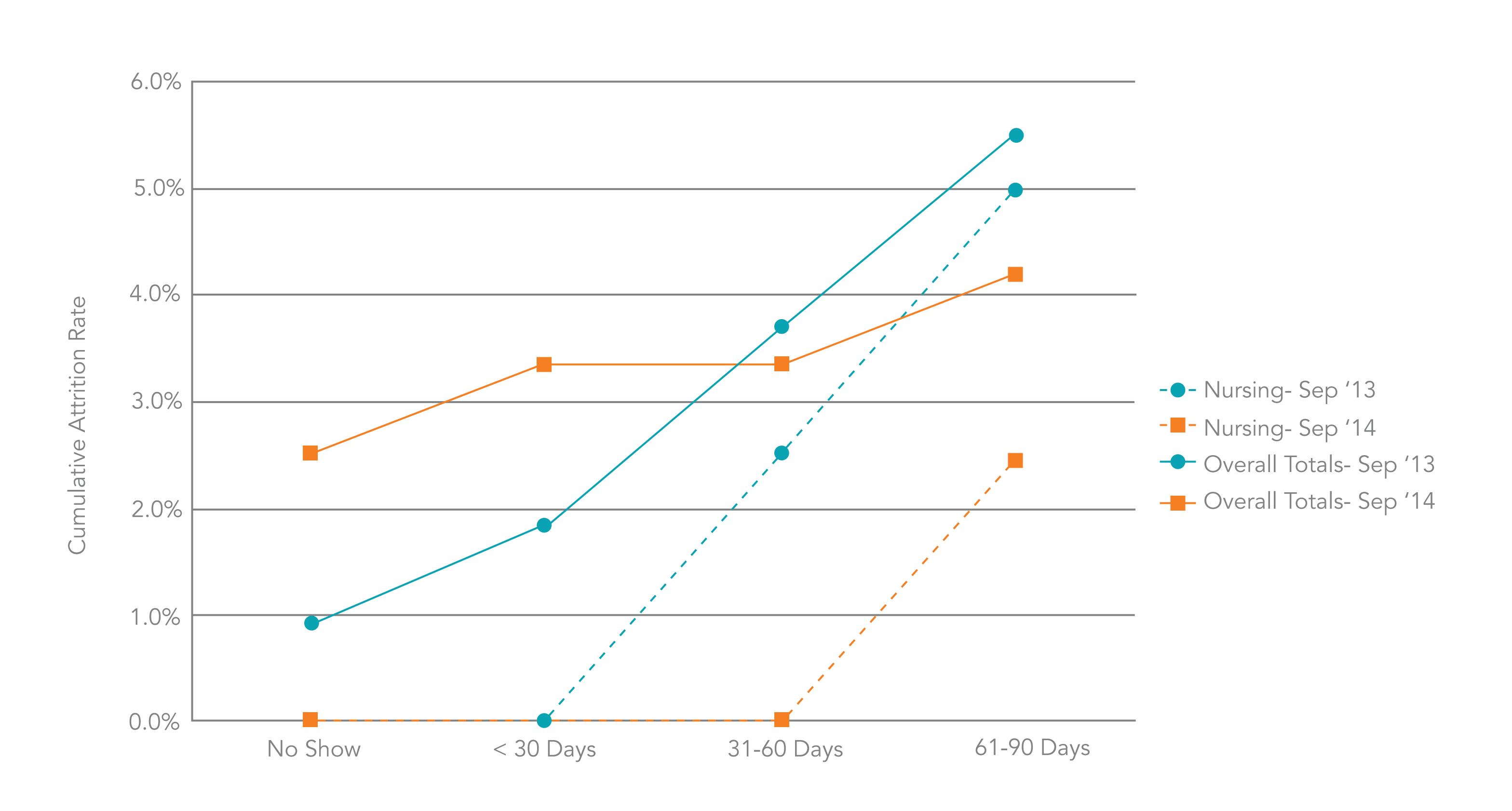
HR talent managers must be laser focused on hiring top notch performers and assuring that employees are placed in the right position the first time around, i.e. one that results in their satisfaction and success.

A formally validated, legally approved assessment process evaluating the "whole" candidate - clinical skills, personality/attitude and interpersonal skills - has demonstrated impressive results in improving retention rates of both graduate and experienced nurses and has been expanded to include Allied health and non-clinicians.

## Turnover Rates for Non-New Graduate Bedside RNs



#### Attrition Rate Trends of Graduate Nurses



Duing the study, Mission Health, who employs 2,500 nurses, lowered the turnover rate for non-new graduate nurses from 23.8% to 4.5% at 2 years.

#### Key components to look for when selecting an assessment program:

1. Do assessments adhere to the Uniform Guidelines on Employee Selection Procedures? Does the testing vendor provide proof to back up their claims of validation?

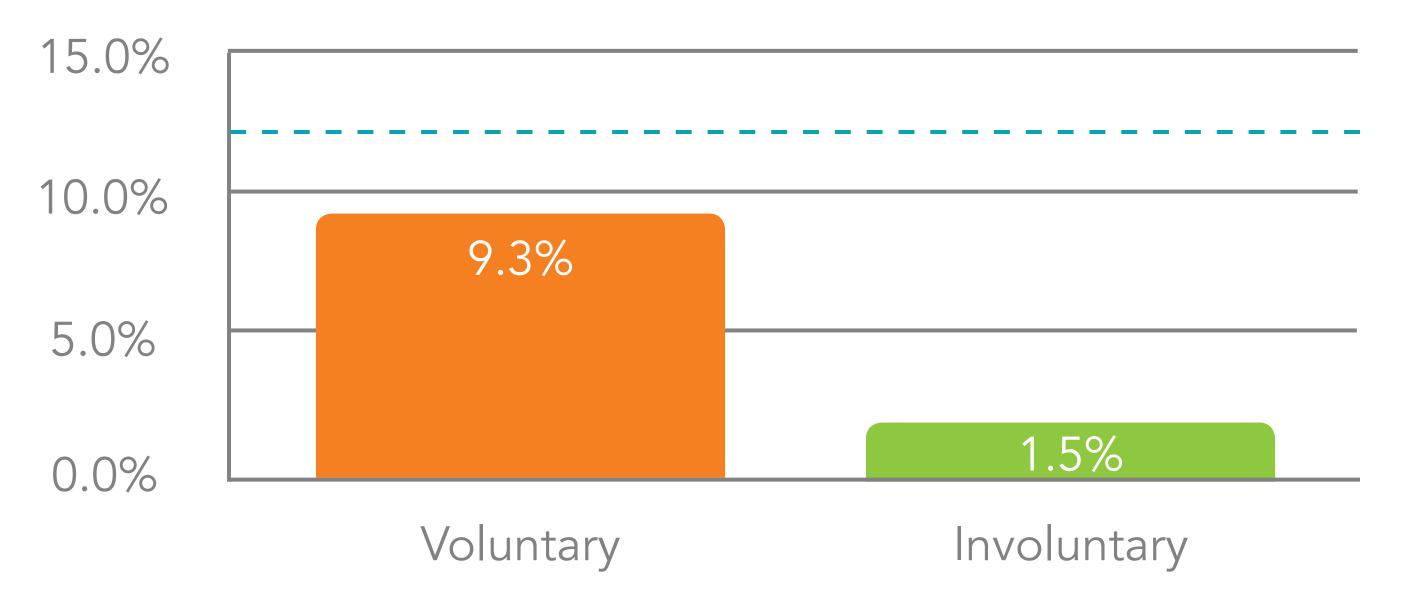
2. Are clients given access to all questions and answers on a public forum? If so, the reliability of the content is meaningless.

3. Are there clinicians on staff who respond to content-related questions?

4. Does each exam have a statistically valid pass/fail cutoff score?

5. Do assessments include the latest evidence and are they regularly monitored for updates and bias against any protected groups?

#### RN Turnover Rate, FY16 YTD:



#### Overall Turnover Rate, FY16 YTD:





