Why Staff Leave Your Hospital... and How That Shrinks Revenue

High turnover rates cause hospital execs to panic – the cost of replacing a nurse can be upwards of 1.3 times their salary.¹ So to protect against the costs of replacing exiting team members, check out four reasons why they might be leaving, and discover ways you can retain your team:

1. Poor training in change management leads to higher attrition

The Affordable Care Act, ICD-10 implementation, and an increased focus on Electronic Medical Records (EMR) are providing challenges to care professionals, but the switch doesn’t have to be daunting. Hospitals should provide training initiatives so their staff can stay on top of the changes. In addition, by measuring employee performance in these new procedures, care centers can gauge who their top performers are, and who needs additional training. Failing to properly train staff with the new changes will lead to them feeling overwhelmed, unable to perform at a high level, and motivated to look for work at a hospital that provides more resources.

2. Toxic employees drive away quality staff

Twelve percent of the victims of toxic employees quit,² but what can hospitals do when their top performer is also their most toxic? They can adopt the mindset that the best addition might be a little subtraction. Toxic employees often stifle the performance of others, so letting them go might lead to others becoming more productive and realizing their potential.³ The remaining staff also become less likely to leave, which reduces recruiting, onboarding, and training costs, and even creates in-house succession opportunities. Don’t be afraid to eliminate one employee if it means the rest of your team becomes more engaged and productive.
4. Poor onboarding is the biggest driver of nursing turnover

Why is turnover so high? Perhaps it’s because 25% of hospitals dedicate just one day to onboarding, so on their first day of employment, many staff members don’t become familiar with the culture or the correct procedures. They might make more mistakes, and even feel like an outsider. Their solution might be to quit. Your solution should be to ensure a proper onboarding, and that new hires have the right resources to succeed, even long after they begin.

Hospital turnover boils down to four issues: industry-wide change management, toxic employees, staff shortages, and weak onboarding procedures. If not properly executed, they can create a harmful working environment for the team, high turnover rates, and a tattered bottom line due to sudden spikes in recruiting costs.

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