

# Healthcare at Home Employee Retention Project

Reducing risk with data-driven insights

100% of National Study Centers of Excellence offer formal management and leadership training for managers in their organization and 50% conduct Employee Engagement Surveys at least annually.\*

A recent national research study on the impact of clinical supervision on healthcare organizations has shown that effective clinical supervision is associated with lower burnout and greater staff retention. Effective supervisors were also associated with lower burnout and greater job satisfaction. Equally important, inadequate clinical supervision was proven to lead to stress and burnout.\*\*

## As we face a national staffing crisis, retention has never been more critical.

Results from the National Healthcare at Home 2021 Best Practices and Future Insights Study show that 65% of home health and hospice agencies have turnover rates of 18% or higher, with many of these positions remaining unfilled for six months or longer. Further analysis shows that for agencies with the highest turnover rates or those who do not know their turnover rates, there is a direct correlation to diminished quality and satisfaction outcomes.

## What to consider:

### What does clinician turnover cost in your organization?

How many clinicians quit in your organization in 2021? \_\_\_\_\_

Multiply by \$24,000\*\* x \$ \_\_\_\_\_

Annual Turnover Cost/ Baseline = \$ \_\_\_\_\_ \*

\*This is your baseline turnover cost.

\*\*The median income for a salary clinician in the U.S. translates to a yearly income of approximately \$80,000. We recommend (conservatively) costing turnover at 30%, approximately \$24,000 per employee departure.



## How can BerryDunn help?

The Healthcare at Home Employee Retention Project is a national effort designed to provide agencies with the insights and support to:

- Decrease home health and hospice employee turnover rates
- Increase employee engagement



We assess employee engagement levels, review turnover rates, and provide the support you need to improve employee retention. We conduct each project over the course of a year:

### 1 Phase 1: Employee engagement surveys

Agencies can elect to submit results from a recent employee engagement survey or conduct the employee engagement survey through BerryDunn. This phase is required prior to the start of the project to determine baseline employee engagement levels.

### 2 Phase 2: Supervisory and management training and coaching

BerryDunn's training is based on a national supervisory model which incorporates research-based insights from the National Healthcare at Home 2021 Best Practices and Future Insights Study. We provide agency leaders, from front line supervisors to agency directors, with a series of supervisory programs designed for the home health and hospice industry.

### 3 Phase 3: Turnover rate review

We work with your HR teams to monitor and trend employee turnover rates. Our turnover rate review includes documenting turnover causes and addressing the causes in our training.

### 4 Phase 4: Project conclusion and employee engagement survey

At the conclusion of the program, we conduct an employee engagement survey with your staff and review the results of the project with your leadership team.

Due to the hands-on nature of the project, we are restricting the project to a maximum of 25 agencies. Pricing is dependent on the agency's size and needs.

\*2022 Results from the National Healthcare at Home Best Practices study of 1030 agency sites.

\*\* *Impact of clinical supervision on healthcare organizational outcomes: A mixed methods systematic review.* Published November 19, 2021. <https://doi.org/10.1371/journal.pone.0260156>



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wherever you are based, we look forward to working together.

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