



Navicent Health saves \$1.24 million by improving turnover risk

Navicent Health

Navicent Health is located in Macon, Georgia, and has more than 1,000 beds for medical, surgical, rehabilitation and hospice purposes. They offer over 53 specialties in more than 50 facilities throughout the region and host over 100 medical residents and fellows.

The hospital system provides a broad range of community-based, outpatient diagnostic, primary care, extensive home health and hospice care, and comprehensive cancer and rehabilitation services spanning the full continuum of care.

Challenge

Navicent Health was looking for a different approach to lower their voluntary turnover rate and improve employee performance. In the past, they annually administered surveys to staff but did not have good participation, and their voluntary turnover rates were not favorable.

Solution

In May 2017, the hospital partnered with Strategic Management Decisions (SMD) to help them transform their human resources department by improving their survey process. SMD provides a measurement and analytic strategy that helps hospital leadership understand the data collected from employee surveys and provides them with an action plan to make critical improvements. This strategy includes an Engagement Success Pathways (ESP) program for leaders.

Throughout the process, SMD worked with leadership and hospital staff to communicate better, provide easier access by allowing employees to use their phones or an iPad to complete the surveys via an Intranet, keep their answers confidential, instill ownership of the process, provide visuals of staff/department progress and promote friendly competition by awarding prizes for surveys completed by specific timeframes.

As a member of Vizient Southern States, Navicent learned about SMD and was able to take advantage of discounted services through the company's regional contract with Phoenix Health Care Management Services, Inc.

"Partnering with SMD on this project was a very positive experience. They worked with us every step of the way and helped us drive engagement and improve performance in our organization."

Gina Keadle
Chief Human Resources Officer
Navicent Health

Results

By using the surveys as a strategic tool, leadership was better able to understand an employee's experience related to critical outcomes. Key drivers were determined from the data, which highlighted the areas managers needed to focus on and prioritize. This resulted in increased participation, significantly improved scores from 2017 to 2018 and a reported savings of \$1.24 million by reducing the turnover rate by 9.9 percent in the top 10 percent of departments with survey score improvement.

Contact Us

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