

## CHALLENGE:

- Turnover was ramping up, and the cost of recruiting and replacing was staggering
- Patient safety is our #1 priority...and it is always at risk when new hires replace veterans, especially in nursing and other patient care roles
- Unemployment in our market continued to shrink, and we are seen as "outside" our main city of Louisville
- Some leaders saw turnover as commonplace, others as not their job to solve

## WHY C-SUITE ANALYTICS?

- C-Suite Analytics has proven results in reducing turnover by 20% or more with other clients
- Dick Finnegan's reputation as a thought leader in this field
- The HR team had heard Dick Finnegan speak at SHRM events
- If you don't try something different you don't get different results...and we needed to do something drastic
- Knowing the cost of nurse turnover made funding our solution easy...and worth it

## IMPLEMENTATION:

- Learned each exit cost \$18,934, annual turnover cost \$9.7MM, and cutting turnover by just 20% would save \$1.9MM each year
- Established retention goals and leaders readily agreed to conduct Stay Interviews
- Leaders were coached by C-Suite Analytics to create individual Stay Plan solutions based on their Stay Interview results
- The Chief Nursing Officer followed up with all nursing leaders to ensure retention focus and accountability

## RESULTS:

- Nurse Turnover Down 35% in first five months
- First-Year Nurse Turnover down 56% in the same period
- 55 Fewer Openings
- \$1 Million Saved with \$1.8 Million Projected Annual Savings



**BAPTIST HEALTH**

FLOYD



### CLIENT:

Baptist Health Floyd  
Hospital Services

Headquarters: New Albany, IN

Primary Job: Nurses

### RETENTION CHAMPION:

Sue Christopher  
Vice President of Human Resources  
and Development

*"We didn't think it was possible  
for nurse turnover to improve  
to what it has now become."*

*Our Chief Nursing Officer is thrilled  
with her now experienced team,  
and patient safety and team  
engagement are optimized."  
- Sue Christopher*

**ASK US FOR REFERENCES  
WHO HAVE CUT TURNOVER  
40% AND MORE**

844-738-2468

[www.C-SuiteAnalytics.com](http://www.C-SuiteAnalytics.com)