



Customer Snapshot

# National healthcare network improves retention to save millions using Infor PeopleAnswers Talent Science



## Facts at a glance

**Products:** Infor® PeopleAnswers

Talent Science™

**Industry:** Healthcare/Hospitals and Health Systems

**Country:** US

“We like Talent Science’s unique methodology to identify the factors needed to be successful in a position.”

—Senior HR executive,  
Client Healthcare Organization

## About the company

This healthcare services company has subsidiaries and affiliates that own and operate acute care hospitals, diagnostic imaging centers, and ambulatory surgery centers. Each of the company’s 40+ hospitals and thousands of employees is charged with providing high quality care to patients in the communities they serve. Medical help provided in its locations include its primary core function of acute hospital care, but also wellness, chronic care, urgent care, rehabilitation, outpatient surgery, and advanced diagnostics.

## Challenges

- Find a better way to identify, hire, and retain quality nurses.
- Improve nursing services for patients, patient families, and doctors.
- Reduce turnover among the nursing staff, particularly in the first-year nursing population.
- Determine which nursing candidate is best suited to a specific nursing modality such as emergency room, operating room, labor and delivery, or intensive care.
- Plan a career path for each nurse that drives success at every level.

## Benefits

- Reduced first-year nursing turnover by 47% in a study of over 1,000 nurses.
- Saved \$2.4 million within the scope of this small study by retaining 56 nurses, saving \$42,000 each in replacement costs. Applied to the entire hospital network, this savings grows exponentially.
- Streamlined the recruiting and hiring process.
- Raised on-the-job nursing performance levels with longer tenures and more experience.
- Improved nursing interactions with patients and doctors and developed nursing service as a differentiator for the hospitals.
- Predicted which nursing candidate was best equipped to succeed in one of many potential nursing modalities.
- Planned career paths including promotions to positions of higher responsibility and leadership by comparing nursing candidates to management positions.

“Our study showed that turnover costs are about \$42,000 per nurse. Talent Science is definitely part of our recruitment plan to hire the right person, put them in the right job, and do it in the right way.”

—HR director,  
Client Healthcare Organization

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