

What is NACHCPulse?

NACHCPulse is a comprehensive web-based survey system combining **StaffPulse** and **ExitPulse** that measures and monitors staff satisfaction in Health Centers nationwide, and provides each Health Center with national and regional benchmarks for accurate and comprehensive comparative assessments. While **StaffPulse** preemptively measures individual commitment and overall satisfaction among existing Health Center employees, **ExitPulse** is a reactionary assessment tool given to departing Health Center employees to clarify their reasons for leaving and to assess their overall work experience.

What is the goal of NACHCPulse?

Our goal is to help reduce your organization's expenses that are directly and indirectly related to employee turnover, while improving the efficiency and effectiveness of your Health Center. To reach this goal, **NACHCPulse** helps your organization understand your employees' opinions regarding their jobs, why your former employees ultimately decided to leave, and how your Health Center can utilize the lessons learned to your benefit.

What is the value of NACHCPulse?

The investment that your Health Center makes in **NACHCPulse** can be paid back many times over by preventing just one valuable staff member from leaving your organization. In order to fully appreciate the value of **NACHCPulse**, one must understand how **employee turnover** specifically affects all Health Centers.

- **Employee turnover** refers to the need to continually replace employees who leave voluntarily. There are two types of employee turnover as it relates to Health Centers:
 - **Non-Preventable Employee Turnover:** The turnover that Health Centers cannot control (employee sickness, spousal relocation, etc).
 - **Preventable Employee Turnover:** The turnover that is directly influenced by the individual's specific Health Center experience. This turnover category is preventable because an employee's decision to leave his/her job is subjective, and depends on how they perceive their current work environment. Based on our experience working with Health Centers, we observed that at least 40% of all Health Center-related turnover is preventable; taking the time to understand your employees' attitudes towards their jobs could translate into a significant cost savings for your Health Center.
- Many costs related to **employee turnover** are hidden because they are not specifically identified as expenses **directly** related to employee turnover. Instead, these costs may be identified as:
 - **Separation Costs** associated with departing employees;
 - **Vacancy Costs** due to lost productivity and/or increased overtime during employee transition periods; and/or
 - **Replacement Costs** associated with recruiting, hiring and training new employees.

Why is reducing your Organization's employee turnover so important?

Health Centers are not immune to the costs of employee turnover:

- Based on the 2010-2011 Health Center Salary and Benefits Report, Health Centers experience an annual **preventable turnover rate** of over 10% for Nurse Practitioners (NPs) and roughly 6% of all other Health Center employees. For example, if your Health Center employs 50 NPs, factoring in the turnover rate of 10%, about 5 NPs may need to be replaced over the next year.
- Using the average cost of employee turnover in professional level jobs as a guide, Health Centers generally spend 25% of each position's annual compensation on **turnover costs**. For example, the average turnover cost for one NP who makes \$81,788/year is \$20,477. Therefore, if your Health Center employs 50 NPs, the estimated **preventable turnover cost** to replace 5 NPs over the next year could equal approximately \$102,235.

Strategies to reduce preventable turnover are easy to identify – such as promoting a work environment that encourages personal and professional satisfaction, offering ongoing training and development, motivating employees to provide the best care to patients and implementing policies to enhance engagement – but it can also be difficult to decide what specific strategies are best for your particular health center. What actions can your Health Center take to improve staff satisfaction and reduce turnover?

Want to learn more about how NACHCPulse can specifically benefit your Organization?

To learn more about NACHCPulse and our customizable pricing options, take action now by visiting our website at www.NACHCPulse.com, or contact Katja Laepke directly at 206.780.4972 or klaepke@nachc.com.