

# ORGANIZATION REDUCES TURNOVER BY UNCOVERING & ADDRESSING ROOT CAUSE

*Large Healthcare Organization*



High turnover rates were affecting patient care

## THE ISSUE

Universal Health Services (UHS) faced high and rising turnover rates across key roles in their acute care facilities. The turnover rates had remained high for some time and were becoming increasingly burdensome on patients and on the bottom line.



Uncovered reasons for turnover and implemented targeted action plans

## SMD'S SOLUTION

Using SMD Link, our patent-pending employee survey platform, we integrated multiple data sources to uncover *why* people were leaving and *what* could be done to solve it. We were able to leverage employee survey data along with past turnover data to uncover the reasons for turnover. Leaders were provided with individualized scorecards and recommendations to show them what to work on, what to implement, and where to implement it.



Savings of \$8+ million

## THE RESULTS

- Improved voluntary turnover by 4 full basis points
- Cost savings of over \$8 million
- Strong leadership buy-in to take action on survey results

## KEYS TO SUCCESS FROM SENIOR LEADERSHIP

“Turnover is really moving positively in the right direction and having a significant positive impact on other areas of the business.”

SMD is the *only* firm in the survey and analytics industry to offer results-based pricing. By utilizing our expertise in data integration, surveys, and the most advanced analytics, all delivered through our patented reporting and action planning platform, we've maintained a remarkable track record of improving business outcomes (e.g., voluntary turnover reduction) for our customers. Learn more at [www.smdhr.com](http://www.smdhr.com) and contact us at [info@smdhr.com](mailto:info@smdhr.com)

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