



Since 1996, Morning Pointe communities have dedicated themselves to enhancing the well-ness, lifestyle, and enjoyment of senior living in a caring, secure environment. Each of its 28 facilities promotes hospitality and dignity while maintaining an independent quality of life.

How to Tackle Turnover

Morning Pointe Senior Living, Assisted Living & Alzheimer's Care
www.morningpointe.org

When it comes to employee turnover, you can't fix the **problem** without changing your **process**.

Turnover is a major HR hurdle in our country today. The senior care industry, with its high caregiver burnout rate, is no exception. But hurdles aren't meant to stop you; they're not road blocks. **Hurdles are meant to be jumped.**

When Morning Pointe implemented HealthcareSource Senior Living (then called Vikus) in 2012, their company-wide turnover rate was sitting at 37 percent. Drilling the data down further, resident assistants had a turnover rate of 38 percent, while all other jobs were experiencing 36 percent turnover. After two years of using our software, the turnover rate for resident assistant dropped to 35 percent, while turnover for every other job plummeted to 25 percent. Across the entire company, HealthcareSource was able to lower Morning Pointe's employee turnover rate by 19 percent. How was this accomplished?

Using our software's assessments and selection tools, Morning Pointe was able to get a more complete picture of their job applicants, leading to less surprises once those new hires were on the floor. Candidates who scored poorly on assessments that measured judgment were up to **three times more likely** to turn over than those who scored well. Likewise, candidates who demonstrated poor job knowledge were up to 57 percent more likely to turn over than those with exceptional job knowledge. Once the numbers were in, the results spoke for themselves: **assessments work.**

The lesson here? Assess, don't guess. The best way to tackle turnover is to **hire the right people** from the start.

"[HealthcareSource] always goes above and beyond when helping my team. The process is seamless and simple."

Melissa Locke, SPHR, Vice President of Human Resources

Want a **simple, streamlined hiring process** with proven results? Let us be your new hire management solution.

CHECK THE SCORECARD

Resident Assistants

2012: **38%**
 2014: **35%**



All Other Jobs
 2012: **36%**
 2014: **25%**

Total Turnover

2012: **37%** 2014: **30%**

