

# Inova uses WorkKeys® to cure turnover troubles

WorkKeys helps a health care system measure vital skills of two important entry-level positions to identify applicants they could count on for the long haul.

## RESULTS:



74%  
reduction  
in turnover

More than \$1.3M  
in savings



300  
applicants  
processed per day



## WORKFORCE SOLUTIONS USED:



## Two positions, one problem: Turnover

### INOVA'S BUSINESS CHALLENGE

Care Team Assistants and Care Team Clinical Technicians are two entry-level, unlicensed positions, but they are also very important in serving patients with excellence because both positions involve patient-facing procedures such as taking vital signs (temperature, pulse, blood pressure, etc.).

Frustratingly for Inova, both positions were also notorious for high turnover—an expensive problem. And when that approached 50%, Inova knew it needed to address the problem.

Inova also knew that the solution needed to include pre-employment testing to help select the people with the right health care skills and who were likely to stay on the job.

“

There is some risk in taking the easy way out—making the quick hire rather than the quality hire. With WorkKeys, you can make the quality hire more quickly.”

**Daniel Nichols**  
Human Resources Director

# Measure and match the skills

## THE SOLUTION

Patti DeiTos, RN-BC and Lead Education Coordinator for Orientation, was familiar with the WorkKeys assessment system and helped develop a straightforward process that:

1. Had the two Care Team positions analyzed by ACT-authorized job profilers to determine necessary skill levels
2. Asked qualified candidates to take WorkKeys assessments as part of the application process
3. Conducted final interviews only with applicants who achieved the desired WorkKeys score

The efficiency and online element of WorkKeys enabled Inova to recruit qualified candidates like never before.

“

WorkKeys has helped us improve the selection of employees for each position and has provided employees with confidence and a new awareness that they can develop into something more.”

### Patti DeiTos

RN-BC and Lead Education  
Coordinator for Orientation

## COMPANY OVERVIEW

Inova is a not-for-profit health care system of hospitals, nursing homes, and urgent care centers. As one of the most comprehensive health care providers in the Washington, DC, metro region, Inova employs more than 16,000 people.

# Higher-quality health care

## OUTCOMES

### REDUCED TURNOVER

Turnover dropped from 49% for these two positions down to 13%—a 74% reduction!

### GREATER PROCESSING EFFICIENCY

More than 300 applications flow through Inova's human resources recruiters every day, and WorkKeys helps them focus on the ones that matter most.

### IMPROVED CARE

Greater continuity of personnel increased trust and improved communication among staff, which resulted in more stability for patients.

### SIGNIFICANT SAVINGS

By cutting down on training costs that result from high turnover, Inova was able to save more than \$1.3 million.

## CLOSING WORDS

“

Turnover is down to nil.”

### Daniel Nichols

Human Resources Director