

# VALUE ADDED 616

**Project Overview:** Enhancing Staff Training & Retention at Family Care PC

**Business Unit:**  
Family Care PC

**Detailed Problem / Opportunity Statement:**

The Clinic's staff brought forth concerns regarding inadequate training protocols and staff retention. The lack of a structured training system had inadvertently fostered a divide based on seniority. New staff members experienced a staggering fifty percent turnover rate annually, in stark contrast to the ten percent observed among senior members, which also accounted for retirements. This pronounced turnover was significantly affecting staff morale across all levels.

**Project Goal:**

In the ensuing 180 days, develop a comprehensive staff training system, emphasizing the induction and retention of new staff members, and aim to decrease the turnover rate for new staff to twenty percent.

**Implementation & Significant Changes:**

**1. Staff Consultation & Problem Analysis:**

- Organized sessions with staff to:
  - Understand the impact of existing issues on training, retention, and morale.
  - Determine the repercussions of inadequate training on job competence, patient care quality, and employee satisfaction.
- **Benefit:** These discussions illuminated the core challenges faced by the staff, paving the way for targeted interventions.

**2. Onboarding System:**

- Instituted an onboarding protocol for new employees covering:
  - An overview of compensation and benefits.
  - Introduction to the employee handbook.
  - Detailed job description.
  - CPR training if required.
  - Training videos focusing on:
    - The Electronic Health Record (EHR) system.

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- Proper handling of medical and non-medical materials.
  - Evacuation procedures during emergencies.
  - **Benefit:** A structured onboarding process ensured that new employees received a consistent and comprehensive introduction, setting them up for success.
3. **Mentorship Program:**
- Allocated mentors to each new hire, ensuring at least ninety days of mentorship. The mentor would provide clinical training based on the new hire's existing knowledge.
  - **Benefit:** Personalized mentorship accelerated the learning curve for new staff, fostering a sense of belonging and support.
4. **Record-Keeping System:**
- Established a system to maintain records of employee training for all team members.
  - **Benefit:** Keeping meticulous training records ensured transparency and allowed for periodic review and improvement of training protocols.
5. **Regular Staff Engagements:**
- Initiated monthly staff meetings, focusing on the integration of new hires and discussing the broader impact on the Clinic.
  - Engaged physicians and staff to:
    - Examine the relevance, reliability, and measurability of the new training and retention protocols.
    - Obtain complete buy-in for the revamped system.
  - **Benefit:** Regular engagements fostered open communication, ensuring that any emerging challenges were promptly addressed and the system remained responsive to staff needs.
6. **Implementation:**
- Rolled out the new training and retention system.
  - **Benefit:** The structured approach provided a clear roadmap for staff training and retention, ensuring consistency and effectiveness.

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## Realized Return on Investment (ROI):

- **Elevated Customer Experience:** The continuity in staff was reflected positively in the Customer Experience Survey, indicating patients' appreciation for familiar faces.
- **Boosted Staff Morale:** The focus on training and retention uplifted job satisfaction, reducing staff turnover to 18% (evaluated one year after implementation). The qualitative benefit of retaining seasoned personnel and preserving organizational knowledge was invaluable.
- **Financial Upside:** The enhanced retention rates translated to a 30% reduction in hiring and training expenses, and the Clinic's revenue saw an 11% growth.
- **Optimized Operational Efficiency:** By curtailing the constant need for training, staff could allocate 10% more time to patient care, enhancing overall service quality.

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