



“Including TTI TriMetrix in the selection process impacted the bottom line by \$1,800,000 in an 18-month period.”

TriMetrix[®]
Where Opportunity Meets Talent[®]

TTI TriMetrix[®] Provides a Cure for One Regional Hospital's Fight against Turnover

The Power of TTI TriMetrix

TTI TriMetrix is a revolutionary assessment solution that starts by benchmarking a job and then looks at why, how and what an individual can contribute to the job. This time-tested and proven system is a complete solution to not only finding the best candidates for any position, but also effectively developing, and most importantly, retaining your valuable employees.

Take a look at how TTI TriMetrix helped this hospital...

The Challenge

The senior management team of a regional hospital decided it was time for a change and made it a primary business focus to rebuild their 303-bed hospital both inside and out. The culture was in need of repair after suffering a contract-related work stoppage.

Their goal was to establish a strong service culture, and the management team called on everyone in the organization to take part. Soon, cross-functional teams and a tracking system were in place. Still, nothing met the needs the vice president of human resources had. He knew customer service was vital to the hospital's new standards, but nothing in their selection process addressed this key skill.

The Solution

The hospital turned to a TTI Value Added Associate to find a hiring practice that fit with the hospital's new focus. TTI TriMetrix was the cure. By incorporating assessments with the hospital's hiring system, they had the ability to assess candidates on behaviors, motivators and personal skills,



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including customer service. A pilot study that assessed a job and its current employees proved that the assessment component not only provided much needed insight but also predicted job performance. Then, the job benchmark and assessments were added to the selection process to not only address the behaviors, motivators and personal skills required for superior performance on the job, but to ensure the new hires had the customer service skills the hospital’s culture required.

The Results

To date, the hospital has assessed over 900 candidates for over 140 positions throughout the hospital. The hospital’s real payoff came when its focus on improving customer service at all levels earned them the Hospital of the Year Award from a national organization, recognizing them as America’s most customer-friendly hospital.

The hospital also experienced tremendous cost savings by reducing turnover and avoiding bad hires. In fact, an analysis of the hospital’s RN position over an 18-month period revealed that the assessment component in the selection process impacted the bottom line by \$1,800,000. In just nine months, the assessments process could have saved the hospital \$750,000 in turnover costs if it had been implemented with previous hires. In less than one year, it actually did save the hospital \$1,050,000 by avoiding bad hires and the high costs associated with disengagement, job-misfit, low productivity, customer service complaints and turnover.

Provided By:

