The 5 Key Ways To Reduce Caregiver Turnover

This white paper will outline 5 key ways that you can implement today to start reducing caregiver turnover.
Finding and keeping top performing caregivers is challenging. Current demand is not being met and industry turnover is high. Complicating matters, US demographics indicate consumer demand will increase 37% over the next ten years while the labor pool will only grow 7%.¹

The recent economic downturn has exacerbated already strained state budgets intensifying pressure on legislatures to cut reimbursements and emphasize the need for stringent cost controls. The overarching industry challenge is to find new, cost effective ways to recruit, select, develop and retain top performing caregivers or direct support professionals.

High turnover drives up workers comp premiums and unemployment insurance rates and costs. Hiring ineffective caregivers increases incident reports and liability insurance premiums. Turnover also increases overtime and training costs. Here are 5 ways to reduce turnover.

1. Use an objective pre-screening tool to identify those likely to succeed.

There is a problem with contemporary hiring techniques. The interview process can be highly subjective. Interviewers will choose who they see best fit for the job or who they feel comfortable hiring. Managers often feel pressure to hire referrals from existing employees regardless of the applicant’s apparent qualifications. They may need to meet a deadline for the new hire and settle for an employee that is not well suited for the job.

There are many highly regarded pre-screening tools available commercially. Some require special training for HR staff to use them effectively and all must be tested for EEOC compliance before used in selection. Employers must demonstrate that the traits measured by the assessment are relevant to job performance of a caregiver. Fortunately, an industry cooperative research study developed an assessment specifically for direct support professionals that identifies applicants with the highest probability for success as a caregiver.

¹ HHS Report to Congress 2006
Moreover, the research identified two distinct roles for caregivers distinguished by consumer profiles of those they would support. By focusing on applicants with the highest probability for success, HR saves staff time and numerous costs that would otherwise be wasted on unsuccessful candidates.

26 providers, 97 field supervisors and 1,000 active caregivers participated in this cooperative research study along with academic researchers from three universities. The objective was to develop an inexpensive survey that could be administered online to all applicants as early in the recruiting and selection process as possible and completed in 20 minutes or less. Additionally, the goal was to produce instant reports, easily interpreted by HR staff without the need for specialized training.

Researchers identified two statistically distinct roles based on consumer profiles and isolated those traits unique to top performing caregivers in each role. This discovery gives providers the ability to select and deploy caregivers who are best suited to provide person centered support services. The assessment is called talintel.

2. Identify those key traits common with successful caregivers.

If you’ve been in the industry for years, you can recognize exceptional caregivers you employ. It is known that these exceptional caregivers possess certain traits that contribute to their success in the field.

Wouldn’t it be nice to identify those future caregivers among current applicants who possess these traits necessary for success? The talintel survey affords applicants and providers the opportunity to match consumers with caregivers in pairings that are naturally well suited for one another. Aligning individual traits to job related skill sets and matching them with consumers enhances career fulfillment for the caregiver, improves satisfaction levels for consumers, all adding up to a genuine win-win end result.

3. Hire the right person the first time.

It’s too often that new hires view the job as temporary, without long term potential. To solve this, it is important to look for mission-driven caregivers who are likely to make this a career. Improving caregiver career fulfillment will lead to a reduction of incident reports and an increase in employee retention. Reduced turnover produces substantial cost savings.
4. Match the caregiver with the right client.

Industry research statistically identified two different roles of caregivers. Each role is distinguished by a consumer profile for whom the caregiver can more effectively provide support services. Early experience indicates that while there are some caregivers who are well suited in both roles, most applicants are well suited to just one role. Obviously it is best to discover which role applicants are best suited for and match them with clients accordingly.

5. Continue to apply all HR best practices.

The talintel system establishes priority applicants for HR staff who must still apply all HR best practices in the selection process. By prioritizing applicants through an objective, research based method, HR will save many hours of staff time otherwise spent reviewing hundreds of resumes and interviewing.

Also, by concentrating on applicants with the highest probability of success you can fill open positions faster and save thousands of dollars on unnecessary drug and background checks. And, by improving retention you can drive down costs for workman’s comp insurance, unemployment insurance rates and costs, liability insurance premiums and all other direct costs of turnover.

To find out how you can implement these cost-saving strategies into your organization sign up for a demo at www.talintel.com or call us at 888-339-4955.

Got another minute? Watch this three minute video here:

www.talintel.com/access-movie