



Use Case

Healthcare Industry: Job Responsibility Data Increases Retention



Business Challenge:

Need to reduce high turnover

The floor manager of a large hospital needs to reduce the nursing assistant team's high turnover rate. Although exit interviews point to a mismatch between the responsibilities associated with the nursing assistant position at this hospital compared to those at other hospital systems, the floor manager lacks detailed information on how competitors assign tasks to their nursing assistants. Without this information, the manager does not have the data needed to properly support the nursing assistant team.

Solution:

Access skill data to update role duties

SumTotal's Skills Blueprint — powered by SkyHive — provides the floor manager with a list of the skills most prevalently required of nursing assistants across the United States. This highlights the existing mismatch between the market's skill-based expectations and the hospital's current skill requirements.

Using this information, the nursing manager works with hospital leaders to update job responsibilities, thereby closing the gap.

Business Value:

More productive employees and higher retention rates

When the roles and responsibilities of the nursing assistant job match the industry standard, new hires have clearer expectations of their day-to-day duties. A mismatch between descriptions of open positions and the realities of day-to-day duties is one of the **fastest growing reasons for voluntary turnover**, so having a deeper level of insight into the market's skill-based expectations can reduce onboarding times, lower hiring costs, and increase overall productivity.

Skills Blueprint is a product add-on that requires an additional license. To learn more, contact your SumTotal Professional.

Benefits:

- ✦ **Ensure** job post details match day-to-day duties
- ✦ **Improve** employee retention rates
- ✦ **Increase** employee productivity