The Challenge

Providing quality care and ensuring patient safety are top priorities in acute care settings. Unfortunately, rising nurse turnover rates are disruptive to delivering safe, consistent, quality care leading to less satisfied patients with worse outcomes.

Ultimately, the correlation between unhappy staff and dissatisfied patients negatively impacts the bottom line in more ways than one: turnover costs skyrocket and reimbursement rates, linked to patient satisfaction and outcomes, are reduced.

The costs related to turnover range from $30,000 to $80,000 for a bedside RN in an acute care setting, which can add up to millions of dollars in losses for the average hospital. These costs include the direct costs related to recruitment and training, overtime pay of existing staff, and temporary staff coverage, as well as the indirect costs related to lower productivity and morale.

Hospitals that can increase staff stability, as measured by turnover, retention and vacancy rates, can not only positively impact their bottom line, but can dramatically improve the quality of care they provide.

The key challenges to maintaining a nursing staff revolve around:

- **Selection:** How do we know we are hiring and placing the best people in the right roles based on skills, experience, and personalities?
- **Onboarding:** How can we develop and onboard nurses using a data-driven approach to maximize education and fill knowledge gaps?
- **Retention:** How can we maintain competency, identify emerging leaders, and retain (and advance) the highest performers?

The Solution

With Prophecy, Relias offers an evidence-based approach to hiring, developing, and engaging nurses, enabling hospitals to identify which candidates best fit their organization, put them in the right roles for success, and increase their proficiency with targeted training.

Prophecy uses a holistic assessment approach designed by nurses for nurses and validated by clinical researchers. Its power lies in evaluating skills in three areas to predict a candidate’s likelihood of success in the specific role:

- **Clinical:** Does the candidate have the technical knowledge to complete the required job tasks?
- **Situational:** How would this candidate
interact with others, such as physicians, patients, and families?

- **Behavioral**: Does this candidate have the right personality and sensibilities to work in this particular unit?

Post-hire, Prophecy assessments can be applied to develop cost-effective, individualized onboarding programs, evaluate and identify nurses with leadership potential, maintain nurse competency with annual clinical skills assessments, and generate data for magnet accreditation.

## The Results

The results speak for themselves. Implementing Prophecy’s pre-hire and post-hire assessments has delivered a reduction in turnover and allows for streamlined onboarding and continued targeted training programs.

### Customer Experiences

- A large regional hospital system made up of 6 hospitals and approximately 1,000 beds saw an 81% reduction in turnover after two years of utilizing Prophecy (dropped from 24% to 4.5%).
- A single-facility community hospital with approximately 100 beds saw a similar 79% drop in turnover after two years (from 14% to 3%).
- One comprehensive academic health system saw the time spent onboarding new nurses drop 17% reduction for ICU nursing staff and 16% for medical-surgical nursing staff after implementing Prophecy.

### Predictive Scores for Success

- **Clinical Assessments**: Validated written assessments designed to measure job knowledge relevant to 40+ nursing and allied health clinical practice areas, such as Labor & Delivery, Medical-Surgical, Dementia Care.
- **Situational Assessments**: Validated video-based, situational judgment assessments designed to measure interpersonal competence in hospital-related situations. The tests include 21 video scenarios that present complex interpersonal situations, such as interacting with patients, physicians, and other co-workers.
- **Behavioral Assessments**: Validated personality/behaviorally-based assessments designed to measure conscientiousness, tough-mindedness, conventionality, extroversion, stability, teamwork, and good impression.

**Ready to learn more?**

REQUEST A MEETING

**References:**