

# Reducing Frontline Turnover: A Focus on the First Year

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Nebraska Medicine™



# Nebraska Medicine<sup>SM</sup>

## #1 FOR 11

Nebraska Medical Center: The best hospital in the state for **11 years straight.**



## #1 FOR 12

Nebraska Medical Center: The best hospital in the state for **12 years straight.**



Academic Medical Center for the state of Nebraska



2 hospitals, 809 beds, 70 specialty & primary care clinics, & 24/7 trauma care



40k discharges, 1M outpatient visits, 115k virtual visits



9,600+ employees, 1,400+ affiliated physicians



ANCC Magnet-recognized organization

# Challenges: First Year Nurse Turnover



**Increased demands**  
of frontline leaders:

- Safety & Quality
- Engagement
- Staff Satisfaction
- Patient Satisfaction
- Financial Challenges

**Large spans of control**  
limiting leaders' ability to  
**engage** with their teams

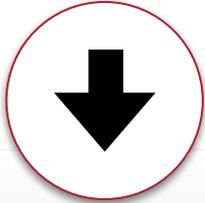
***Turnover  
Risk***

Heavy reliance on **manual**  
**workflows** and **information**  
stored across **various systems**

Nursing **training**  
**during COVID** and  
limited support due  
to **staffing**  
**challenges**

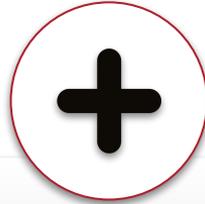


# Early Results: Reduction in Turnover



**47%**

**Reduction in  
First-Year Nurse  
Turnover\***



**27K+**

**Purposeful  
Interactions  
Using Laudio\***



**5K+**

**Frontline  
Employees  
Managed in Laudio**

*\*Within the First Six Months*

Source: Case Study: Nebraska Medicine and Laudio; 2024

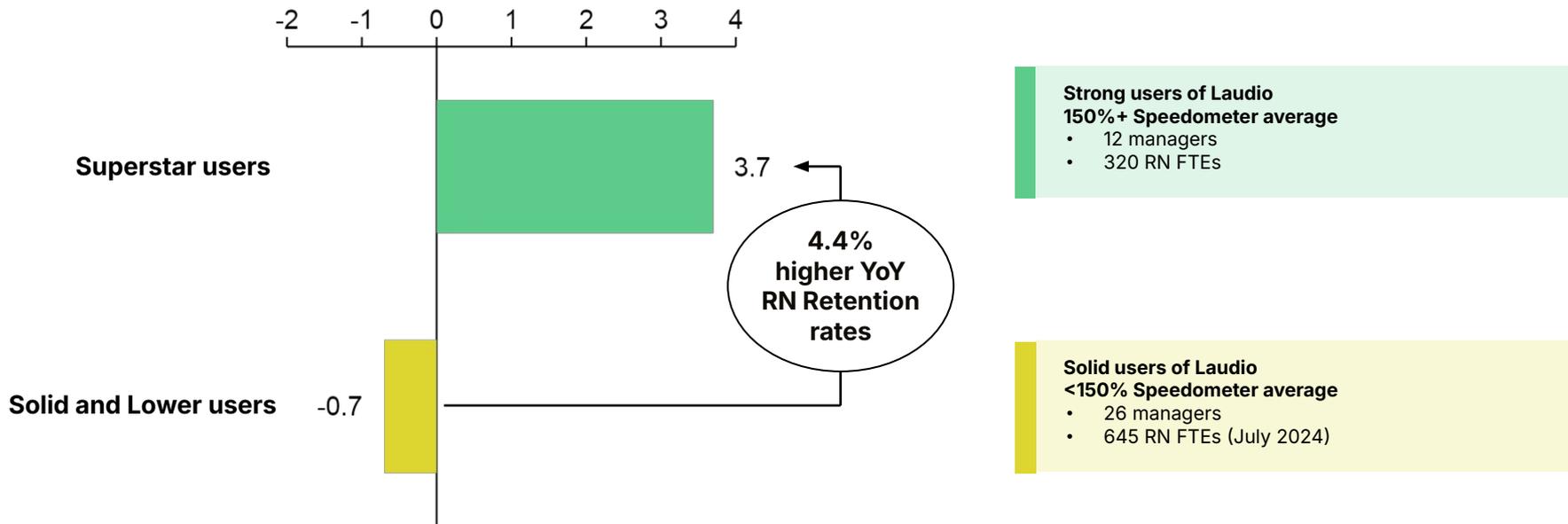
# Retention Spotlight

Nebraska Medicine

Wednesday, September 25, 2024

# The "Superstar" managers saw 4.4% points higher YoY RN Retention than Solid/Lower managers

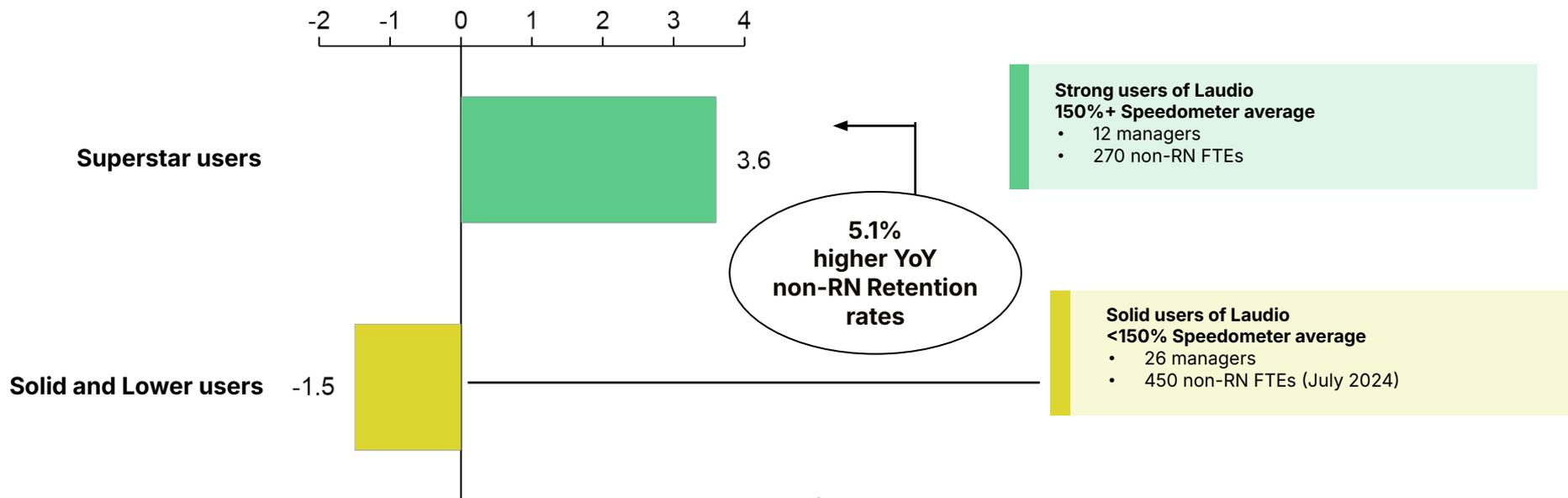
YoY change in average 12-month RN Retention rates (from Aug 1, 2023 to July 31, 2024)



Directors are excluded from the analysis.  
Analysis is by FTEs. RNs only. All cause turnover.  
This only includes current managers whose teams have  
been on Laudio 30+ weeks as of Aug 1, 2024.

# The "Superstar" managers saw 5.1% points higher YoY Retention than Solid/Lower managers for all non-RN roles

YoY change in average 12-month non-RN Retention rates (from Aug 1, 2023 to July 31, 2024)



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 been on Laudio 30+ weeks as of Aug 1, 2024.*

# Engagement Score Spotlight

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# Superstar users saw greater increase in Employee Engagement scores in most question areas

- There were 10 question in which “superstar” users saw a greater increase in Employee Engagement
- The 2 questions with the greatest relative increase were:

**“My immediate supervisor and I regularly work together on my growth and development”**

**“I am consistently recognized by the individuals I work with for doing good work”**

# The top 10 Engagement score areas where "Superstar" managers saw higher YoY increases (0.25-0.32 points)

Incremental YoY improvement in FTE-weighted change in Employee Engagement scores for Superstar users vs Lower users

