

Reducing Frontline Turnover: A Focus on the First Year

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Nebraska Medicine™



Nebraska MedicineSM

#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

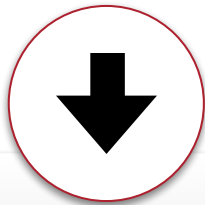
Turnover
Risk

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

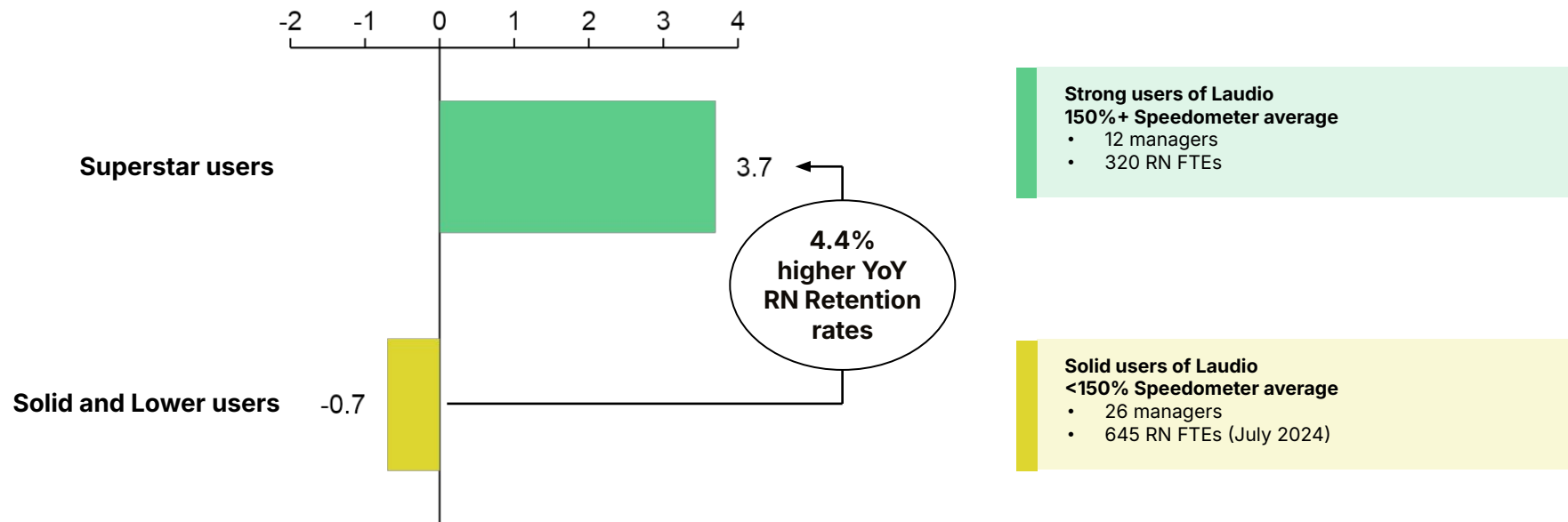
Retention Spotlight

Nebraska Medicine

Wednesday, September 25, 2024

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

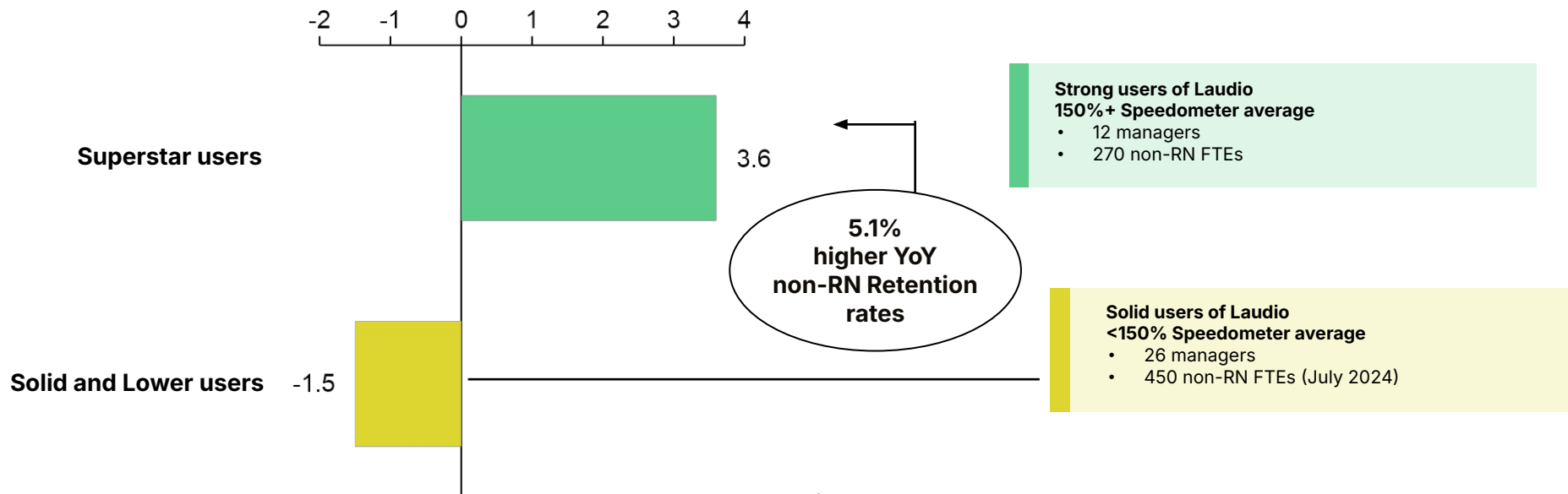
YoY change in average 12-month RN Retention rates (from Aug 1, 2023 to July 31, 2024)



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)



Directors are excluded from the analysis.
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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

