



Qsource Case Study The Waters of Union City

The Waters of Union City joined Qsource's Culture of Safety Center (CSC) initiative in late 2023 to address critical issues around staff turnover. The facility had a turnover rate of 10.1% and partnered with Qsource to reduce clinical staff attrition and improve employee engagement.



Summary

Issue: High clinical nursing staff turnover (10.1%)

Engagement: Qsource-led root cause analysis, mentoring, and morale-building strategies

Goal: 10% reduction in turnover

Result: Turnover reduced to 5.6%, saving approximately \$144,000 in staffing costs

Initial Findings

Qsource identified that lack of respect, communication, and resources were driving dissatisfaction. Initial surveys uncovered concerns related to supervision, supplies, and overall work environment.

Taking Action

New employees were assigned mentors, the breakroom was redesigned, and staff were encouraged to participate in daily and monthly meetings. Recognition boards were implemented, and leadership improved transparency and visibility with daily huddles.

Qsource-Guided Performance Improvement Project (PIP)

The six-month project involved staff surveys, interviews, and collaborative development of performance improvement strategies. Efforts included creating a mentorship program, enhancing communication, redesigning staff spaces, and developing recognition programs.

Return on Investment

By reducing clinical turnover and avoiding the associated costs of onboarding and training, The Waters of Union City saved approximately \$144,000 and significantly improved organizational culture.

Results

Clinical turnover **decreased from 10.1% to 5.6%**, preventing the loss of 12 employees. **Estimated cost savings from retention reached \$144,000**, with notable improvements in staff satisfaction and retention.

