



## Healthcare Provider Reduces Turnover by 10-16%, Saving \$483K per 1,000 Enrolled Employees

### OVERVIEW

As a large Western health system of more than 15,000 employees, this provider is focused on delivering safe, high quality care to every patient, every time across 8 hospitals and more than 150 clinics in Colorado and Montana. They believe that supporting employees is central to their mission of improving the health of the people and communities they serve.

Like other hospitals and health systems across the country, this provider saw the rising levels of burnout and turnover in its population throughout the COVID-19 pandemic. To address the root causes of these issues, the company worked with meQuilibrium to provide its employees with tools, resources, and support to bolster their physical, social, and emotional health.

### THE PROBLEM: ONGOING TURNOVER WITHIN AN EMOTIONALLY EXHAUSTED WORKFORCE

Since COVID began, the healthcare industry has lost an estimated **20% OF ITS WORKFORCE**. Healthcare workers on the frontlines have been facing high workloads, elevated mental distress, and increased burnout, which continues to have ripple effects for hospitals and health systems in the form of high rates of turnover.

**76%**

of America's healthcare workforce say they're exhausted and burned out

**28%**

have quit a job because of burnout

**47%**

of U.S. healthcare workers plan to leave their current role within the next 2-3 years

## THE SOLUTION: WORKFORCE RESILIENCE

Recognizing these challenges, and determined to confront them head-on, this healthcare provider accelerated their launch of meQuilibrium during the earliest stages of the pandemic.

To evaluate the impact of meQ participation on turnover rates, a retrospective, matched case control study was conducted using employee eligibility files from August 2020 to November 2021. Members who were enrolled and engaged in meQ were matched with non-participating employees on age, gender, health insurance, job type (medical or non-medical), and job status (full-time, part-time, or other) to account for any potential effects these variables may have on turnover. Since launch in April 2020, enrollment has increased every month, and employee engagement within the program remains high - near 50%.

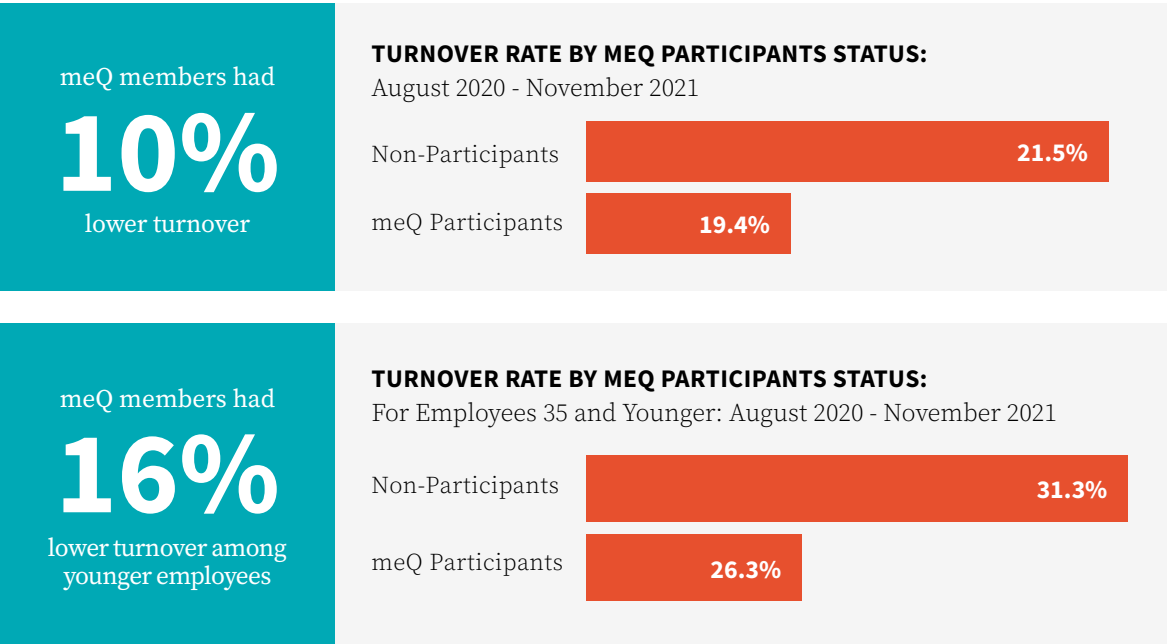
## IMPACT: RESILIENCE TRAINING REDUCES TURNOVER BY 10-16%

Since launching meQ, average resilience among employees has increased by 27%. Impressively, those who struggle with stress management saw a 110% improvement in that area. Improvements in resilience have also resulted in tangible reductions in mental health risks, with burnout down 31%, anxiety down 35%, and depression down 22%.



Across the 15-month study period, employees who participated in meQuilibrium had **10% LESS TURNOVER** than the matched sample of the company's employees who did not participate.

Reductions in turnover were even more pronounced among younger employees (age 35 and younger), who had **16% LESS TURNOVER** if they participated in meQuilibrium than if they did not.



That translates into significant cost savings for this organization, of \$483,000 annually per 1,000 enrolled members.



**SUMMARY**

Reductions in turnover translate to significant cost savings. Conservative estimates suggest that replacing a lost employee costs about 33% of their salary. For an employee earning the median US healthcare practitioner salary, that's over \$23,000. By calculating the difference in potential turnover without meQuilibrium (21.5%) and actual turnover for meQuilibrium members (19.5%), the observed turnover reduction shows a strong return on investment (ROI) of \$483,000 per 1,000 employees enrolled in meQuilibrium. With continued enrollment growth, this healthcare provider's return on their investment in resilience is expected to grow even stronger.

Learn how building workforce resilience can strengthen your organization. **Reach out to a meQ specialist today.**