

Reducing Nurse Attrition

BUSINESS CHALLENGE

A portfolio of 15 Senior Housing Communities faced consistent nurse attrition due to mandatory overnight, weekend, and holiday on-call requirements.

OUR SOLUTION

We implemented a dedicated Monday through Friday (7am – 7pm), Saturday through Sunday (24 hour), and holiday (24 hour) telephonic Registered Nurse triage team to support the communities.



KEY RESULTS

- ✓ Decreased RN attrition by 97% within the first year.
- ✓ Increased Registered Nurse morale by 100% as expressed through email, thank you cards, and team meeting feedback.
- ✓ Achieved 0% attrition from triage team for three years and running