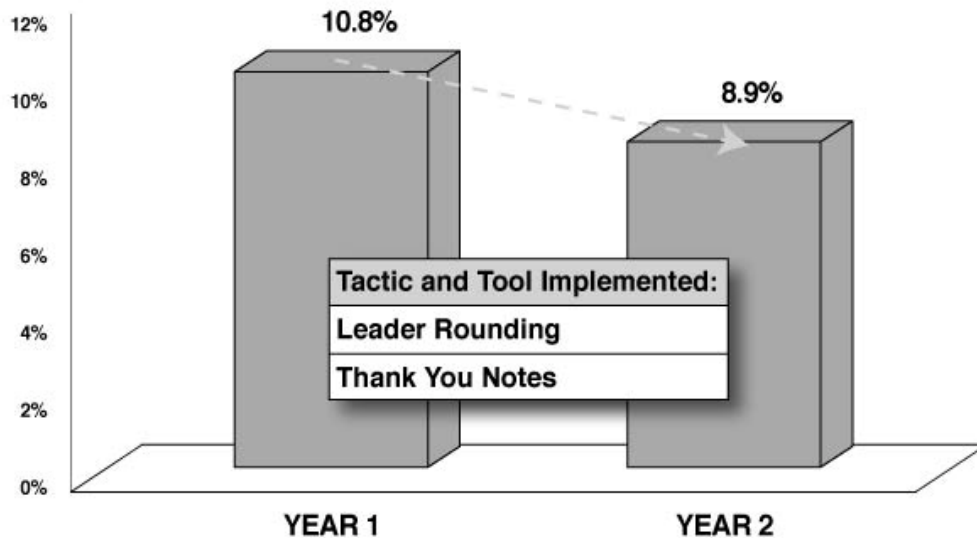


Leader rounding on staff dramatically improves employee satisfaction for higher employee retention. Consider this: By reducing nurse turnover from 20 percent to 10 percent on a staff of 50 nurses at a cost of \$60,000 per nurse, the additional five nurses retained will save the emergency department replacement costs of \$300,000.

By implementing leader rounding on staff and thank-you notes, the organization below reduced employee turnover by 1.9 percent in just one year, retaining an additional 12 employees for a savings of \$720,000.



Source: Ohio Based Healthcare System, Admissions: 39,067,
ED visits: 185,279, Beds: 1,009, >6,400 employees