

Process and Cost-Benefit Analysis of Using the Profile in a large State Mental Health Facility

Before the Profile Program:

- Led the State in turnover.
- 40.3% in FY 2000.
- 40.6% in FY 2001 (stable, high).
- MHW job category was 69%.
- 30% of turnover was firings.
- 80% of firings were first 60 days.
- Hiring boards took all day, weekly, 4 Nurse Managers

With the Profile Program:

- Fourth in State in turnover.
- Less than 20% in FY 2002
- MHW job category was 23%.
- 10% of turnover was firings.
- Weekly hiring boards take less than 1/2 day per week.

The Program: The Profile was administered to each MHW applicant selected for interview, for a period of 6 months. At the end of the 6 month period, Nurse Managers rated each of the MHWs, regardless of whether they were still employed, on a 10-point scale of suitability for the job. These data were used to produce a success pattern for the job. At this point, the facility began utilizing the match scores and distortion scores on the profile; those who scored below a 75% match or had a distortion score of 3 or less were not interviewed for the jobs.

Costs: On an annual basis, the hospital calculated net costs of the Profiles program to be \$44,500, including staff time involved in administering and scoring.

Benefits: Savings on Nurse Manager hiring boards: \$20,000
 Savings in cost of turnover @\$6,000/MHW: \$450,000
 Documented Benefits: \$470,000

In addition, the facility is experiencing improved care, reduced overtime, reduced use of contract personnel for "fill-ins", and improved employee relations, all due to reduced turnover.

Ratio of Benefits to Costs: 10.6:1