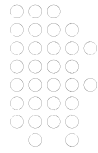


Quality, Cost, & Four Generations

Richard Yadon
Health Career Professionals, LLC



Session Objectives

- Identify the current dynamics impacting the IDS workforce
- Relate the effect of managing these dynamics to better cost control and improved quality
- Implement ideas immediately after the conference to address these issues



Status of IDS Workforce

2 largest groups



What about all the people out of work?



- Healthcare unemployment in 2008 was 1.3%
- Healthcare unemployment in 2009 was 2.5%
- In 2009 Hospitals hired 500,000 more workers than laid off

MD Workforce



- 292,000 (37%) Physicians are over age 55
- Population will grow faster than the physician supply by 2015
- Estimated shortage (**159,300**) of Physicians by 2015

RN Workforce



- 575,000 (315) of RNs are age 50 or older
- 600,000 RNs are expected to retire in the next 10 years
- 40,285 nursing school applicants turned away in 2007
- Estimated shortage (**500,000**) of Nurses by 2025

Focus On



8

15%

150%

Focus On



- 4 distinct groups of workers
- Distinguished by generation
- Distinguished by 4 difference sets of values

Veterans **X's**

Boomers **Y's**

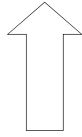


Mis-Management



Costs

- Turnover
- Salary Creep
- Warm Chair Attrition

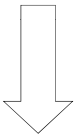


Mis-Management



Quality

“If nurses stay in their jobs, hospitals and the health care system will realize significant savings on costs associated with replacing nursing staff,” said Christine Kovner, PhD, RN, FAAN, professor at New York University’s College of Nursing and lead author of the study. “More importantly, patient outcomes are at stake because when the nursing staff is destabilized by frequent resignations and high turnover, the disruption and inconsistency of service can have a negative impact on patient care and safety.”



March/April 2009 issue of the journal Nursing Economics

Issues Remain



Cost



Quality

Revert to Old Style

Long Term Solutions



1. HR becomes strategic
2. Retention as a management performance metric
3. Plan next 5-10 years of hiring needs – find them now

Short Term Solutions



1. Train Managers on who works for them
2. Re-do “Onboarding”
3. Select on “right” not “available”
