



Dr. Tina Johnson, COO, Lutheran Medical Center, estimates the cost of replacing one nurse at \$40,000 plus. She continuously seeks new ways to engage staff, improve retention, and reduce operating costs.

\$600k

in savings in one year

1%

improvement in nurse retention with 1,500 nurses

Use Cases

Drive Improvement

“What one idea do you have for improving how we care for patients in your area of care delivery?”



“Through the POPin process, staff identified a number of ways to improve specific clinical workflows — improvements that not only positively impacted associates, but also enhanced the patient experience.”

- Dr. Tina Johnson, COO, Lutheran Medical Center

Background

Lutheran Medical, an SCL Health System hospital, is a large 338+ bed community health center with over 1,500 nurses and associates. Dr. Tina Johnson, COO, oversees the hospital's operations and is continuously managing employee retention. She estimates the **cost of replacing a single nurse is upwards of \$40,000**, so Dr. Johnson is constantly seeking innovative approaches to engaging the staff to improve retention, and reduce operating costs.

Solution

Dr. Johnson looked to POPin to enable her leadership team to have a broad conversation across the organization. She was looking for insights into **how Lutheran could be a great place to work** as nurses and other staff balance 12-hour shifts with the rest of their busy lives. Through the POPin sessions, innovative ideas were gathered across the team, discussed and prioritized and ultimately implemented for the staff.

In addition, Dr. Johnson and her leadership team asked the care teams “What one idea do you have for improving how we care for patients in your area of care delivery?” Through this process, staff identified a number of ways to improve specific clinical workflows, improvements that not only positively impacted associates, but also enhanced the patient experience.

Result

Giving over 1,500 associates a voice to help identify creative ways to help Lutheran Medical Center be a great place to work ultimately resulted in lowering turnover, far better than the national average. Additionally, empowering front-line employees to find ways to improve critical workflows improves the patient experience, and further contributes to employee satisfaction. Dr. Johnson projects **another 1% reduction in turnover** as a result of these efforts, and estimates Lutheran Medical will realize over **\$600K in savings this year**.

