



Case Study: Using Assessments to Reduce Turnover in Home Health Care

About the client:

This client is a multidisciplinary medical group that provides in-home, 24/7 care for patients with complex physical, behavioral, and social needs. They partner with health plans to serve high-risk individuals, including those with chronic conditions, and focus on whole-person care to improve health outcomes and reduce hospitalizations.



This client has been using HR Avatar for a few years now, adjusting their assessment process to best fit the needs of the times as well as the roles available. They were seeking assessments that best predicted job performance and tenure while also maintaining a realistic test length. They sought out a validity study to not only validate their testing process but also pick and choose the best assessments needed for their hiring needs.

HR Avatar's science team provided the opportunity to conduct a validity study on the assessments they use, allowing the client to quantify the relationship between assessment scores and job performance metrics/tenure in their organization. Answering the question: Are these assessments helping improve our quality of hire?

Doing a validation study also enabled HR Avatar to provide customized scoring for the company and provide evidence that supported their use of the assessments.

The Assessments Measured:

- Personality:
 - Drive, Adaptability, Teamwork, Integrity, Resilience, and Emotional Intelligence
- Video Interview
- Behavioral Work History Survey:
 - Performance and Tenure

- Quick Cognitive Screen - Customer Service:
 - Analytical Thinking and Attention to Detail

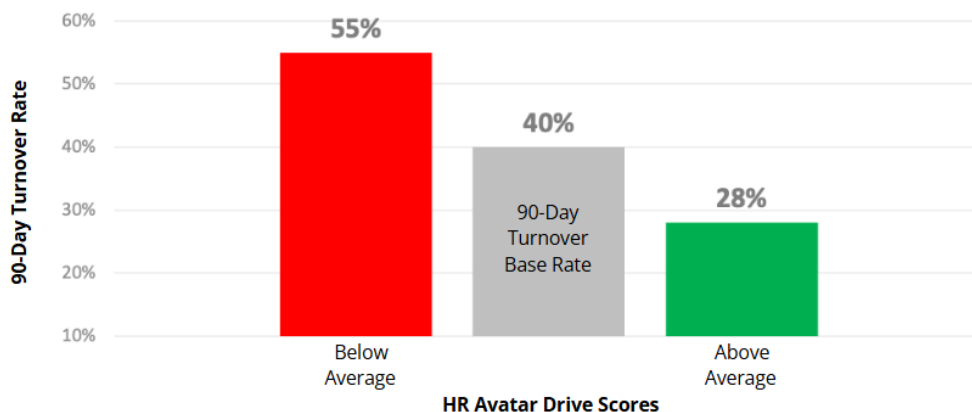
About the Study:

HR Avatar applicant test scores were matched with the client's employee turnover and performance data. There were a total of 250 applicant test scores matched to employee outcomes. The sample included Care Specialist and Community Outreach Specialist hires.

Results:

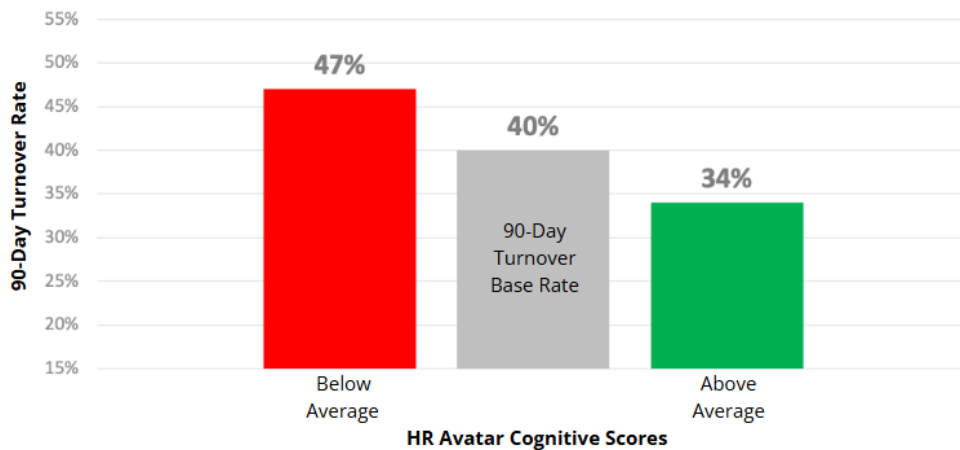
90-Day Turnover (Voluntary and Involuntary) - Drive

Applicants with higher Drive scores (green) had a lower 90-day turnover rate than low scorers (red)



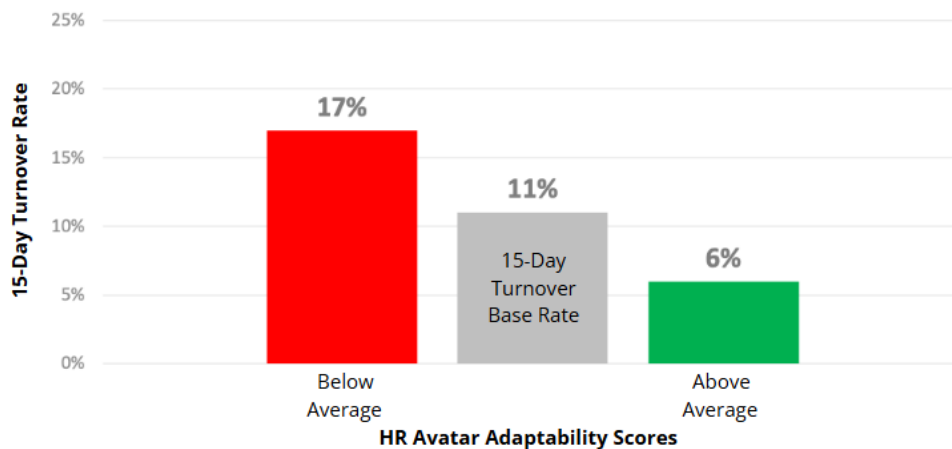
90-Day Turnover (Voluntary and Involuntary) - Quick Cognitive Screen Customer Service

Applicants with higher Cognitive scores (green) had a lower 90-day turnover rate than low scorers (red)



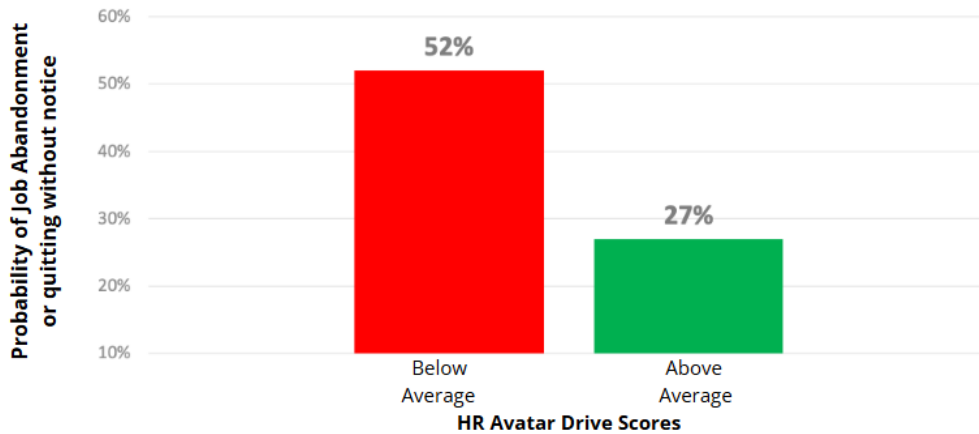
15-Day Turnover (Voluntary and Involuntary) - Adaptability

Applicants with higher Adaptability scores (green) had a lower 15-day turnover rate than low scorers (red)



No Notice & Job Abandonment Vs. Successful Completion of 90-day Probation - Drive

Drive scores predicted whether applicants were more likely to quit without notice/abandon their job OR successfully complete the 90-day probationary period - applicants who scored below average (red) were nearly twice as likely to give no notice or abandon their job

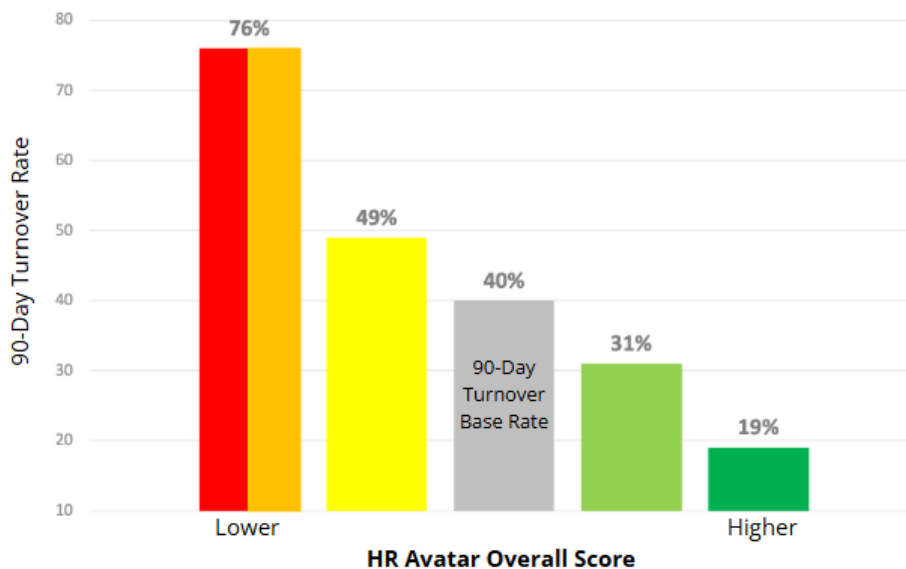


Next Steps:

Combine personality, values screener, and quick cognitive screen into an optimized overall score

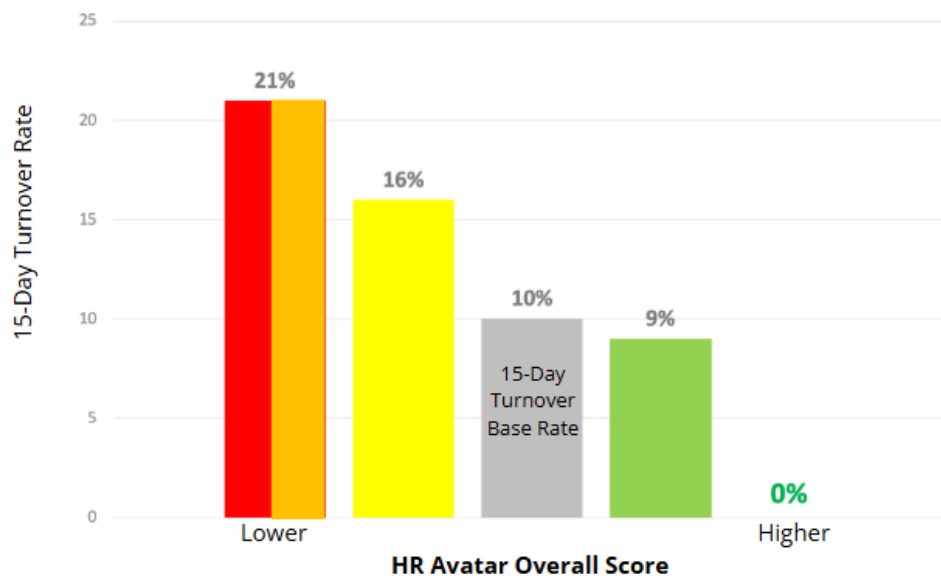
90-Day Turnover (Voluntary and Involuntary) - Drive, Adaptability, Teamwork, Resilience, Video Interview, and Analytical Thinking & Attention to Detail

Applicants with higher overall scores (green 65+) had a significantly lower 90-day turnover rate than low scorers (red & orange <50)



15-Day Turnover (Voluntary and Involuntary) - Adaptability, Teamwork, Resilience, Video Interview, and Analytical Thinking & Attention to Detail

Applicants with higher overall scores (green 65+) had a lower 15-day turnover rate than low scorers (red & orange <50)



Job Abandonment & Quitting Without Notice (Voluntary) - Adaptability, Teamwork, Resilience, Video Interview, and Analytical Thinking & Attention to Detail

Overall scores predicted whether applicants were more likely to quit without notice/abandon their job OR successfully complete the 90-day probationary period - applicants who scored below average (red, orange, yellow) were much more likely to give no notice or abandon their job.

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