


# Island Health Performance Measures

## Employee Turnover



Year to Date Performance	9.4%	Performance Assessment	 Green
Island Health Target	Less than or equal to 10.0%	Performance is within the acceptable range; continue to monitor.	

### What do we measure and why?

'Employee Turnover' indicates the proportion of staff that leave Island Health employment over a period of time.

Employee Turnover is calculated as the number of employees whose employment ended since the beginning of the year, per 100 employees on staff at the beginning of the year. The turnover rate includes both voluntary (e.g., resignations, retirements) and involuntary (e.g., dismissals) turnover.

Employee Turnover is an important way to measure both the effectiveness of human resource programs (including hiring practices, organizational culture, and leadership) as well as employee engagement.

Because human resources often consume more than 70% of program budgets, the retention of qualified staff has a significant impact on productivity and performance. If employee turnover is high, the cost of recruiting, interviewing, hiring, and training new staff is substantial.

### What is the target?

Island Health's target is 10% or less.

Lower rates are better.

### How are we doing?

As of November 2023, Island Health is meeting the target.

### What actions are we taking?

"A Great Place to Work and Learn" is one of Island Health's strategic objectives. This translates to striving for an organizational culture of quality, engagement, and innovation; a culture that promotes recruitment and retention.

Island Health is committed to improving the infrastructure required to support managers, employees, physicians, and volunteers to perform effectively in their roles.

Island Health initiated a Health Human Resources Sustainability strategy in 2021 to address the changing nature of the workforce, including actions to improve workforce capacity and decrease turnover. Collectively, these are focused on ensuring Island Health is a great place to work and learn and is adapting to changing workforce needs post-pandemic.