


# Island Health Performance Measures

## Employee Turnover



Year to Date Performance	9.5%	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 measures Island Health's management effectiveness and its ability to manage its human resources.

Island Health employs more than 22,000 healthcare professionals, technicians, and support staff. If employee turnover is high, the cost of recruiting, interviewing, hiring and training new staff is substantial. Because human resources often consume more than 70% of program budgets, the retention of qualified staff has a significant impact on productivity and performance.

### What is the target?

Island Health's target for 2019/20 is 10% or less. A rate greater than 11% would be flagged as red, being significantly outside acceptable range and requiring action.

### How are we doing?

As of November 2019, the turnover rate for Island Health was meeting the target. It has decreased annually for three consecutive years.

### 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.