



BayState Employee Reliability Inventory (ERI®) Case Study

BayState ERI® in the Healthcare Industry

Case Study 1: Reducing turnover in health care

A study examined the effects of introducing the ERI® system into the hiring procedure for a comprehensive health care facility with over 5,000 employees. Two target roles formed the basis for this study:

- (1) Patient Administrative Associates and
- (2) Patient Care Associates.

Turnover data was analysed for 2 twelve-month periods, one baseline period and one period when the ERI® was used for recruitment.

Across both roles there was an overall reduction in turnover of 39.1% associated with using the ERI® as part of the hiring process. Return on Investment (ROI) analyses were conducted, based on a per employee replacement cost of \$5,100. The net savings actually realized during the trial period was \$71,911.80, with an ROI of 362%. It was also estimated that if the ERI® was rolled out across the entire organisation the approximate net savings would be \$2,147,900 with a ROI of 2360%.

Case Study 2: Reductions in accidents and turnover in the hospitality industry

Benefit-cost analysis revealed direct cost savings of approximately \$190,000 annually.

- There was a progressive decline in the rate of work-related accidents for each of the two years following the introduction of ERI® from 26.9% to 18.6% in the first year, the following year it fell to 11.4%
- There was a progressive decline in turnover for the two years following the introduction of ERI® from 85.8% to 56.8%

Case Study 3: Sustained reductions in accidents and turnover associated with ongoing use of the ERI®.

When adjusted for the direct cost of the ERI® and opportunity cost associated with administration, the net savings from reduced turnover and accidents for the three year period was estimated at \$2,280,000.

- Use of the ERI® as a consistent recruitment method across all locations (included convenience stores, casinos, motels and truck stops) was associated with an overall reduction in turnover of 25.1% within a 12 month period
- ROI analysis estimated a net savings of greater than \$1.3 million and return of investment of greater than 2000%.

BayState ERI®

In Brief

Online	Yes
Purpose:	Valid measure of employee reliability
Publisher:	BayState
Application:	Recruitment,
Role Type:	Non Management applicants only
Time:	Untimed - 81 statements 10-20 mins
Accreditation:	TG Accreditation
Reports:	Individual Narrative Group Ranked ShortList
Norms:	General Custom
Languages:	English Spanish
Industries:	Health Retail Hospitality Manufacturing Logistics Mining
Related Products:	Psychfactors Situational Safety Awareness (SSA®); SkillCheck Identity Risk Free (IRF)