

St. Agnes Medical Center

The Center

- St. Agnes Medical Center is a full-service medical and surgical facility that has provided quality health care to the residents of Central California for more than 75 years.

Business Need

- The exodus of jobs – and people – from California is well documented. Nowhere is the pinch for talent more acute than in health care.
- California has the 49th worst ratio of registered nurses to population in the United States.
- Attracting and retaining top talent is a strategic imperative.

The Effort

- Leadership-development objective: create a professional experience second to none – a place where the best and brightest choose to affiliate.
- More than 100 executives, directors, managers, and coordinators attended initial The Leadership Challenge Workshops.
- The workshop was rolled out throughout the Center.
- Follow-up assessments and refresher workshops were also provided.

Business Results

- This initiative helped St. Agnes achieve a 93 percent retention rate for its Registered Nurses.
- 7% turnover compares to CA average of 18% for Registered Nurses.
- Direct annual savings of \$2.5 million in recruiting and temporary costs.

“The Leadership Challenge is the highest rated development effort that we have seen and it is making a sustainable difference.” – Melissa Matthes, Director of Organizational Effectiveness

“The best investment an organization could make to support its staff.” -- Participant

“Outstanding – the best leadership program I have ever attended.” -- Participant

“Highly beneficial to today’s challenging work environment.” -- Participant