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Program helps Trinity Senior Living cut employee turnover to 17 percent

By [Jay Greene](#)

Retaining employees in the long-term health care industry has been a major challenge for health care companies, even in a poor economy that is still shedding jobs.

But **Trinity Senior Living Communities Sanctuary at Bellbrook** in Rochester Hills, cut employee turnover rate to 17 percent from 26 percent in less than a year through a program designed by Pontiac-based **Oakland Family Services**.

“The process helped strengthen relationships within our work teams and ultimately furthered our commitment to excellence when it comes to serving seniors,” said Becky Lund, executive director of Trinity Senior Living in a statement.

Trinity Senior Living in Rochester is part of Novi-based **Trinity Health**, one of the largest Catholic health care systems in the U.S. with 44 hospitals. Trinity Senior Living operates 33 senior retirement facilities in Michigan, Maryland and Indiana.

Under funding by the **United Way for Southeastern Michigan**, Oakland Family’s Effective Employee Retention Project helps companies by first training supervisors, managers and nurses on techniques to improve employee satisfaction.

“Job retention is critical to financial stability,” said Kim McAuliffe, Oakland Family’s director of employee assistance services, in a statement. “Workers who stay employed are presented with greater opportunities for wage gains and promotions at work, as well as increased overall stability in their lives.”

The **Society for Human Resource Management** estimates that it costs \$3,500 to replace one \$8 per hour employee when all expenses, including recruiting, interviewing, hiring, training, and reduced productivity, are taken into consideration.

It also costs 150 percent of the annual salary of a middle-level employee and 400 percent of high-level employees.

In 2008, **William Beaumont Hospital** in Troy was able to reduce turnover among entry-level staff by 24 percent in a project with Oakland Family.

Oakland Family is a private, nonprofit, human service agency providing prevention, education, support and treatment programs to families and individuals in Southeastern Michigan