

RETAINTM

Employee Retention Made Ridiculously Easy

Project Proposal: RETAIN
Workforce Retainment
Software

Ohio Health Care
Association

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Submitted by:
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EVP, Business
Development

Overview

RETAIN

We appreciate the opportunity to present this proposal of Pinnacle Quality Insight's employee retention and engagement software suite for your review. Included are the deliverables you will receive as a RETAIN customer.

As an employee retention company, we practice what we preach. In each of the last five years, the Salt Lake Tribune has named us one of the top workplaces in Utah because of our employee satisfaction levels.

We stand strongly with the following core values:

- People are our purpose
- Do the right thing
- Our products are simple, useful, and beautiful
- Feedback is in our DNA

We have been in business for twenty-seven years and have a strong legacy of supporting our clients by helping them to improve their employee and customer relationships.

Thank you for your interest in RETAIN. We look forward to the opportunity to work with you soon.

Sincerely,

Sarah Dirks
EVP, Business Development
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Scope of Service

RETAIN

RETAIN is an online employee retention software suite that administers automated surveys, creates reports, and sends email notifications to leadership and prompts them to do Best Practice steps to ensure a positive employee experience, which should in turn drives positive patient/resident outcomes.

Surveys

New Hire – New employees will receive an invitation via text/email on day 15, 30, 60, and 90 to participate in online surveys. This survey series is not anonymous, enabling you to follow up with the new employees and meet their needs.

Engagement – Once a year, all employees will receive a text/email inviting them to participate in this anonymous survey. New hires are excluded from this survey to avoid survey saturation.

Pulse Surveys– Once a year, six months after the Engagement survey, all employees(excluding new hires) will receive an invitation to participate in an anonymous survey that follows up on the questions asked in the Engagement survey.

Exit – This survey goes to all employees who voluntarily terminate.

Reports

At-Risk Reporting – RETAIN identifies employees who are *at risk* of quitting based on their survey responses. If an employee rates New Hire survey questions low, RETAIN will notify you. At-Risk Reporting is not available for Engagement and Follow-up surveys because those surveys are anonymous.

Turnover – View trend over time averages based on employee turnover between the data point date and the prior 12 months. See the turnover percentage, number of average active employees, and number of separations.

Accountability Report – Quickly see who has viewed a submitted survey and when they last opened the report.

Scope of Service

RETAIN

PINNACLE QUALITY INSIGHT

Onboarding Facilities

Initial User Training – All participating locations will be provided an initial training and introduction to the RETAIN program. During this time we will review Best Practice measures on how to implement and maintain RETAIN data. This training will be hosted via ZOOM along with a OHCA representative who will provide a brief introduction to the grant program.

Ongoing Training – Pinnacle Quality Insight will support additional trainings as needed, as we anticipate movement within an organization. These trainings will be hosted via ZOOM and can be scheduled at any time with a RETAIN Account Manager.

Dedicated RETAIN Account Manager– Pinnacle will provide a dedicated RETAIN Account Manager along with a Senior Leader Project Manager who will oversee the project for the duration of the grant. These individuals will help to support the project and guide the facilities with Best Practices to ensure the success of the program.

Onboarding Customer Success Materials– Pinnacle will provide Communication Templates along with other material that can be included in New-Hire Paper work, Employee Memos, Employee Commitment Forms, and Posters that can be hung in heavily trafficked areas.

Research and Content Creative Development

White Paper – Pinnacle will work along with OHCA contributors to create a White Paper along with an opportunity to create other Research driven articles during the duration of the grant program using the Ohio participating facilities data.

Your Investment

RETAIN

Setup Fee per location: ONE-TIME	\$25 per facility
Total	\$22,500.00

RETAIN	Subtotal
Monthly Price for per location	\$200.00
Number of Participating locations: 900	
TOTAL MONTHLY	\$180,000.00
TOTAL ANNUAL	\$2.160,000.00
2-Year Grant Total	\$4.3 million