

RETAINTM

BY PINNACLE

New Hampshire grant

What is Retain?

Retain by Pinnacle is intuitive software that helps senior care leaders engage with their employees. Its unique approach reduces turnover by targeting new hires in their crucial first 100 days on the job.

Retain collects employee feedback at specific milestones, then flags any

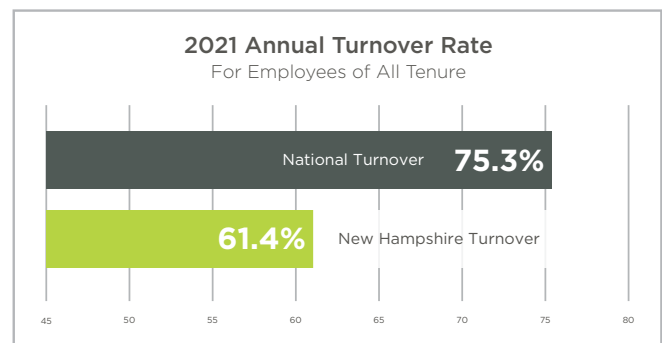
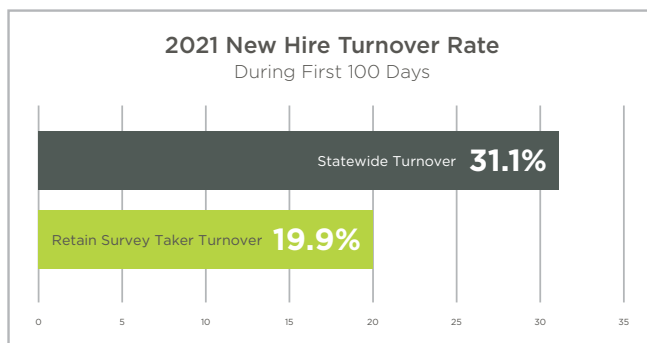
employees at risk of quitting. Additionally, it prompts managers to check in with at-risk employees and to continue following best practice measures. This leads to less turnover, higher job satisfaction, and better patient care.

The NH Grant

In 2021, Pinnacle partnered with New Hampshire Health

Care Association (NH-HCA) to administer new-hire surveys through Retain to employees during their first 90 days of employment. New hires responded at a rate well over the national average, reducing turnover and outperforming national retention rates by a wide margin. All told, this partnership with Retain yielded an **ROI of 11x**.

How did using Retain affect turnover?



Retain equals big benefits

Job satisfaction: **INCREASED**

Patient care: **BETTERED**

Money: **SAVED**

281

Jobs saved through Retain

\$4,000

Savings per employee in hiring & training costs

\$27,000

Savings for each facility

\$2,280

Cost of using Retain per facility

\$100,000

Cost of program statewide

\$1.1 million saved

11x roi
in 1 year