



Give Frontline Staff the Support They Need



Home health turnover is at an all-time high.

Turnover rates are over 22%, amid massive workforce shortages. Home health staff are leaving due to burnout, not feeling listened to or supported at work, and poor onboarding, as well as a lack of advancement opportunities.

For better retention, agencies must improve the employee experience by providing adequate support for staff.



How agencies can better support staff



Problem: Low engagement teams endure turnover rates that are 18% to 43% higher than highly engaged teams.¹

Solution: Provide targeted education programs to help improve engagement at every stage of the employee lifecycle (e.g., recruitment, onboarding, development, retention, leadership), as well as provide world-class education to employees based on best practices that meet industry and accreditation standards.



Problem: Frontline staff work harder and longer to achieve health outcomes due to low program adherence and poor caregiver handoffs among patients.

Solution: Support employees with the tools they need to educate and engage their patients to improve activation and adherence to care programs.



Problem: Employees suffer from limited access to quality training and education materials. Generic training and education programs fail to address competency gaps, preventing staff from performing in their jobs.

Solution: Leverage powerful learning platforms that allow managers to identify gaps in staff knowledge and performance, and then assign targeted education to address those gaps and improve staff competency.



Problem: Frontline staff don't have easily accessible reference materials to use on the job, reducing clinical competency and confidence.

Solution: Ensure clinicians are receiving the right level of on-the-job-training with a library of engaging education resources as well as educational micro courses.



Problem: Employees lack specialized training that allows them to upskill and progress through their career.

Solution: Address the needs of both entry-level and skilled staff with learning paths. Specialized training in soft skills helps employees step into leadership roles, while quality clinical education helps clinicians perform better, allowing staff to upskill and advance their careers.

By addressing major causes of employee burnout, agencies can improve retention, grow their workforce, and continue to service this rapidly growing industry that's expected to grow to \$545 billion by 2028.²

How MedBridge Can Help Bolster Agency Support to Frontline Staff



Staff Retention & Onboarding

Strong onboarding process as well as targeted engagement solutions throughout the employee lifecycle help cultivate long-term involvement, improving clinical competency and employee retention.



Quality Improvement

Specialized training helps mitigate skill gaps and allows staff to upskill, so employees can progress through their careers and perform at the highest levels of their job.



Patient Engagement

Patient education tools increase patient activation, while communication platforms allow providers to better connect and engage with patients, improving health outcomes and reducing costs of care.

The results?



75%

reduction in staff attrition



58%

better staff retention at three years following a structured onboarding program



20%

increase in staff engagement from an effective onboarding program

MedBridge has over 10 years of experience helping more than 2,500 healthcare organizations grow their business, elevate their workforce, and deliver exceptional patient experiences.

Contact MedBridge to see what we can do for you.

¹ The 'Great Resignation' Is Really the 'Great Discontent'; [Gallup.com](https://www.gallup.com)

² Home Healthcare Market Size, Share & Trends Analysis Report By Component (Equipment, Services), By Region (North America, APAC, Europe), And Segment Forecasts, 2021 – 2028; [Grand View Research](https://www.grandviewresearch.com)