

# “Average” Staff Is Your Achilles Heel

John Coppola, DO, FAOCD

- No Conflicts or Disclosures

- Do Doctors Make Great Managers?
  - Leadership Seminars
  - Human Resource Tools Updates
  - Management Philosophy Books
  - Billing Update Courses
  - Motivational Speaking & Team Building Exercises

# Cost of Employee Turnover

- 16 % of annual salary for high-turnover, low-paying jobs (earning under \$30,000 a year). For example, the cost to replace a \$10/hour retail employee would be \$3,328\*
- 20 % of annual salary for midrange positions (earning \$30,000 to \$50,000 a year). For example, the cost to replace a \$40k manager would be \$8,000\*
  - \*<https://www.americanprogress.org/wp-content/uploads/2012/11/CostofTurnover.pdf>

- From Our Experience, Average Employees:
  - Are more likely to leave and cost you turnover
  - Decrease morale
  - Make more mistakes exposing you to medical, legal, and financial mistake

- Have a set & defined hierarchy of responsibility for your managers and supervisors
- Don't micromanage your managers
- Structured and well defined system for reviewing all of your employees
  - “Sacred Cows”
- Clearly organized and regularly updated employee manual

- Reduce, Reduce, Reduce Employee Turnover
  - Clearly Defined Job Description
    - Driving? Switching Positions?
  - Background and Drug testing Up Front
  - Check Social Media First
  - Working Interviews
  - Personality Profiling
  - 90 Day Probationary Period

***Hire The Right Personality, Not The  
Right Experience***