

A D V I S A

Creating Confident Organizations

Case Study:

Bloomington Hospital

Bloomington, Indiana

Improving Performance and Resolving Conflict

Bloomington Hospital is a 355-bed not-for-profit regional organization serving a patient base of 413,000 in 10 counties in south central Indiana with 2,122 full-time equivalent employees. They are committed to advancing the art and science of medicine through innovative technology, procedures and care.

Challenges:

The hospital began using the Predictive Index (PI) when they completely revamped their recruiting process several years ago. They wanted a tool to help them make a better match between people and jobs.

“We needed something quick that gave us a lot of information,” says HR Director Bruce Wade. His team was hiring about 400 people a year; turnover was 22 % in 2006.

Results:

Bloomington Hospital now has a very thorough hiring system that includes PI and behavior-based interviewing. Turnover dropped to 15.8 % in 2008, and has continued to drop since then.

While Wade is very pleased with these results, he has found the PI invaluable for addressing performance issues and conflict resolution as well.

“When you use the terminology ‘chemistry’ or when you say, ‘you need to change your attitude’ – it can be hard for people to get their head around that. The PI puts specifics around what you mean,” said Wade. “It is very simple and very quick to sit down with a group of people and diagnose where the issue lies, and get to the heart of it. It’s great information.”

Each year, Wade and his HR team spend a couple of hours during retreats with individual departments reviewing topics illuminated by PI data such as motivation, communication and leadership style. He has also traveled to other organizations in the Midwest teaching about PI.

“It is easy to understand, accurate and beneficial in determining human behavior,” said Wade.



PI Worldwide