

# Williamson Medical Center saves \$551,714 related to their new hiring and onboarding processes

## Williamson Medical Center Franklin, TN

Williamson Medical Center (WMC) is a local non-profit hospital located in Franklin, Tennessee. Being a cornerstone of the community for over 60 years, WMC has always treated patients like family, and many of their staff and physicians live nearby. They have been named among the top 10 percent in the region, state and nation for patient safety in overall hospital and surgical care.

*“Networking at Vizient national meetings and Vizient Southern States’ regional meetings with other organizations that have more experience has helped us tremendously. Not only can we collaborate with and learn from each other, but it has also helped us avoid costly mistakes.”*

**Scott Buchanan**  
Director of Education  
Williamson Medical Center

## Challenge

Williamson Medical Center, like many hospitals, was experiencing an undesirable first-year new graduate nurse turnover rate. As new graduate nurses transitioned from being a student to a competent clinical professional, the hospital faced multiple challenges that had a significant impact on first-year retention, as well as increased demand on current nurses. The hospital realized it was difficult to attract new graduates without a structured residency program and that they needed to improve job satisfaction overall.

## Solution

The hospital implemented a strategy that focused on organizational and leadership development. This included participation in the Vizient Nurse Residency Program, which addressed the transition to practice, as well as retention issues experienced by new graduates. It also provided structure, strategy and support to attract and engage new graduate nurses.

WMC nursing leadership actively participated in the Vizient Southern States Nursing Executives Network as well, which provided further education and discussion on similar issues.

## Results

After implementing many solutions, including the Vizient Nurse Residency Program, WMC has demonstrated an **11 percent** improvement in nursing turnover, resulting in savings of **\$551,714** related to hiring and onboarding processes for 2018.

Additionally, overall team member experience has improved and employee satisfaction surveys have continued to produce positive responses that further support the success of these solutions.



For more information about our programming opportunities, contact us today at (770) 850-7400 or [info@vizientsouthernstates.com](mailto:info@vizientsouthernstates.com).

Vizient Southern States is a membership alliance for not-for-profit health care providers that exists to ensure its members deliver high quality, cost-effective care by connecting them with the knowledge, solutions and expertise that accelerate performance.