ABSTRACT

Mayo Clinic Exit, Stay, and 6-Month New Hire Survey Process for Allied Staff (Research)

Jay Ludescher, M.B.A. Comprehensive Cancer Center – Cancer Clinical Trials Office
Angie Fritsche, M.H.A. Comprehensive Cancer Center – Cancer Clinical Trials Office

INTRODUCTION

Mayo Clinic leadership did not feel like managers and operations managers were receiving accurate information from staff in Exit Interviews. And Stay Interviews took an enormous amount of time and effort to complete and rarely conducted. Lastly, leadership was not hearing from our new hires.

OBJECTIVES

To collect better feedback during the Exit interview process, to automate the Stay interview process for established staff and introduce a 6-Month New Hire survey.

METHODS

RedCap is the preferred method to collect the feedback.

RESULTS

The surveys have led to the development of a robust people strategy for the Cancer Clinical Trials Office (CCTO) to advise recruitment and retention strategies.

CONCLUSION

The successful implementation of the surveys has had a dramatic effect on managers and staff. Managers receive more tangible feedback and staff feel leadership are listening.