

# Improving the Bottom-Line

*Organization saves \$800,000 in 1st year*

## Background

Delnor-Community Hospital in Geneva, Illinois set goals to become a national leader in patient satisfaction, as well as the first choice in their primary market. Early in the process, leadership development was identified as a key component for success. Delnor provided Inner Quality Management® workshops, designed by HeartMath LLC, as a vital part of training leaders. The HeartMath® program and the Freeze-Framer™ technology enabled leaders to sustain peak performance, to manage more efficiently in a changing environment, and to maintain a work/life balance. The program was so effective that Delnor offered the training to the entire hospital family, including all employees, board members and physicians.

## Process

Delnor-Community Hospital executives attended HeartMath programs initially. HeartMath was offered to all leaders in February of 2000. Subsequently, 1-day workshops were made available for the entire workforce. Participation was voluntary and leadership highly encouraged staff to attend. As of August 2001, 40% of the workforce has attended a workshop. The training is ongoing with a goal of reaching all employees.

*“HeartMath has given us tools to make the difference between required courtesy and genuine care....We have achieved our benchmarks in excellence in patient satisfaction and employee satisfaction. I believe without HeartMath, we could not have reached our potential.”*

—Tom Wright, Chief Operating Officer  
Delnor-Community Hospital

## Results

Delnor's 1st year successes include:

- ▶ Improved employee turnover rate: FY (99) 28% FY (00) 26.9% FY (01) 20.9 %  
This represents annualized savings of \$800,000.
- ▶ Of the 422 staff members who have learned the HeartMath tools, the turnover rate is only 5.9%.
- ▶ Improved customer satisfaction from the 73rd percentile (1st quarter 2000) to a strong and climbing 93rd percentile (3rd quarter 2001), based on the Parkside national database.
- ▶ Ranked #1 in employee satisfaction based on Sperduto and Associates national database of over 300 health care organizations.
- ▶ Decreased Medicare length of stay by 9%, representing \$1.4 million annualized savings.

Results sustained in 2nd year:

- ▶ Turnover rates continue to drop
- ▶ 14% overall
- ▶ 1.2% among HeartMath-trained employees
- ▶ Ranked #2 in employee satisfaction based on Sperduto and Associates.



A Change of Heart Changes Everything

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