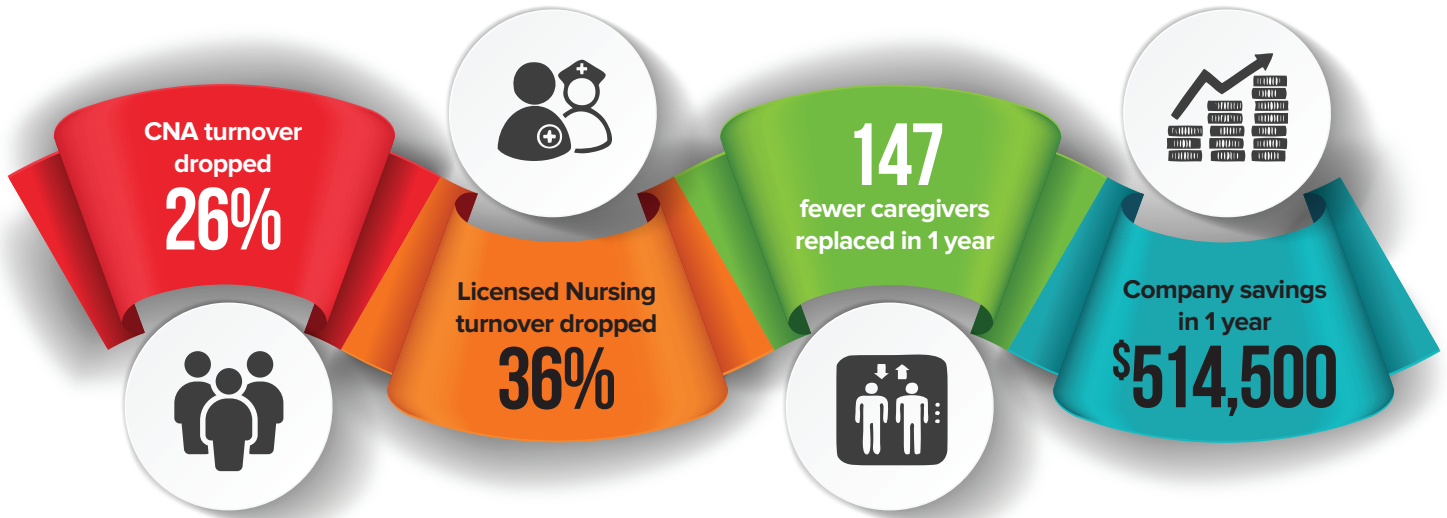


# Berkshire Healthcare



## BACKGROUND

Berkshire Healthcare is the largest nonprofit, post-acute care organization in Massachusetts. They operate twenty senior living communities, where they provide skilled nursing, senior living and rehabilitation programs, and hospice services, to meet the needs of residents. Focusing on outcomes, they are proud to be a resource to families.

## CHALLENGE

The organization was seeking a hiring solution that would help them identify and retain the best employees and accomplish their overall goal of reducing and controlling job turnover. The tool needed to reflect their core values, including; Integrity, Compassion, Excellence, Teamwork, and Stewardship, to help provide even greater levels of care in their long-term, short-term, and specialized care communities.

## SOLUTION

Berkshire Healthcare partnered with **Insight Worldwide** and together produced a comprehensive psychological and behavioral hiring assessment suite. According to the VP of Talent Management for Berkshire Healthcare, "We are hiring fewer caregiving replacement positions due to the assessments' impact on turnover. We have experienced substantial savings in money and time while improving morale and care levels with the Insight assessment."



### Behavioral Hiring and Job-Specific Assessment

- » CNA turnover dropped 26%
- » Licensed Nursing turnover dropped 36%
- » Employee productivity dramatically increased
- » 147 fewer caregivers were replaced in one year, saving the company over \$514,500



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