

Overall Voluntary Terminations (%)

PERFORMANCE MEASURE DEFINITION TEMPLATE

The purpose of the Performance Measure Definition Template is to provide a common tool to describe the definition, rationale, business context, technical specifications, considerations for the quality and comparability of a measure, and the party responsible for producing the data required for reporting results on the measure.

The template may be used by Alberta Health and Wellness and Alberta Health Services to standardize documentation of technical information on performance measures approved by the Ministry and Alberta Health Services for the purpose of monitoring and reporting on population health and health system performance.

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Overall Voluntary Terminations (%)

Name of Measure	Overall Voluntary Terminations (%)
Name of Measure (short)	Overall Voluntary Terminations (%)
Definition	The count of employees who left the organization voluntarily as a percentage of Overall headcount.
Domain	Health system sustainability, health workforce and workplace of choice.
Type of Measure	Output Measure: The impact of engagement programs and retention activities on the number of Overall voluntary terminations.
Business Context	AHS Strategic Direction AHS Health and Business Plan 2013-2016
Rationale	As Alberta's largest employer, AHS has the opportunity to both create a satisfying workplace and to deliver services in a manner that is sustainable for the future. In order to do this, it is important that AHS fully engage its people and their skills. Turnover ultimately costs money in lost productivity, recruitment and training costs, customer satisfaction levels and sometimes employee morale. Some level of voluntary turnover is ideal as external hires may bring in new ideas and perspectives that are beneficial to the organization. An increase in voluntary turnover can point to issues that require organizational attention such as; a lack of competitiveness in salary, a drop in leadership credibility, poor retention practices or an improved job market.
Notes for Interpretation	The data captures terminations based on reported date. Employee data set may include employees in multiple positions.
Organizational Strategy	The performance of our health system is directly related to the people who provide care and services to individuals, families and communities across the province. AHS is committed to empowering staff and physicians to provide quality and safe care. Priorities include the implementation of our clinical workforce plan and recruitment strategy, our leadership development strategy, professional practice and education supports, performance management system, ongoing just and trusting culture and other health, safety and wellness initiatives, and our collaborative labour relations program. This work includes significant attention to staff and physician engagement in support of a patient and family-centered culture, provider education and change management.
Benchmark Comparisons	Stewart, Nicole, Cowan, Allison (2011). Compensation Planning Outlook 2011, <i>Conference Board of Canada</i> .
Cited References:	Stewart, Nicole, Cowan, Allison (2011). Compensation Planning Outlook 2011, <i>Conference Board of Canada</i> . AHS Health Plan and Business Plan 2013 – 2016, retrieved from http://www.albertahealthservices.ca/Publications/ahs-2013-16-health-business-plan.pdf

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Technical Specifications	
Metric	Percent
Preferred Display Format	99.99%
Numerator	Distinct head count
Inclusion Criteria for Numerator	Status – terminated, Termination reason group – voluntary, retirement.
Exclusion Criteria for Numerator	EmplClass– STU, casual
Data Source(s) for Numerator	Detailed Employee Listing (DEL) (include AHS employees only – see definition for AHS) Termination Reason Code Groups Current MR Hierarchy
Refresh Rate of Numerator	Monthly
Data Steward for Numerator	AHS HR Analytics
Denominator	Distinct head count
Inclusion Criteria for Denominator	None
Exclusion Criteria for Denominator	EmplClass –STU, casual
Data Source(s) for Denominator	DEL (include AHS employees only – see definition for AHS) Current MR Hierarchy
Refresh Rate of Denominator	Monthly
Data Steward for Denominator	AHS HR Analytics
Technical Notes	
Calculation	numerator / denominator
Relationship to Other Indicators	Senior Leadership Voluntary Terminations, Management Voluntary Terminations, OOS Voluntary Terminations, Inscope Voluntary Terminations
Level of Reporting	AHS and portfolio zone.
Frequency of Reporting	Monthly
Limitations	Does not include wholly owned subsidiaries of AHS i.e. Capital Care Group, Calgary Laboratory Services or Carewest. Does not include Covenant, voluntaries, or foundations.
Documentation Management Lead	
Responsibility to Produce the Data	Laura Hill, Manager, HR Analytics, AHS Phone: 780 735-0608

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Executive Lead	Todd Gilchrist Vice President Human Resources, AHS Phone: (780) 342-2062 Email: Todd.Gilchrist@albertahealthservices.ca

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AHS Signoff Sheet

Business/Clinical Analyst Recommendation for Signoff - Business Lead

(Signature)

Laura Hill
(Name)

Manager, HR Analytics
(Position)

(Date)

Executive Sponsor Business / Clinical Owner Definition Approval

(Signature)

Todd Gilchrist
(Name)

VP, Human Resources
(Position)

(Date)

Performance Measurement Recommendation for Signoff

(Signature)

(Name)

(Position)

(Date)

Senior Executive Approval - Final Approval - Measure Business Owner

(Signature)

(Name)

(Position)

(Date)

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Document Version History

Version	Version Date	Summary of Changes	Owner/Author
1.0	May 16, 2013	Draft	Christine Versteeg, AHS
1.1	June 9, 2014	Update to include new data sources and filed names, inclusion criteria	Christine Versteeg, AHS
1.2	August 6, 2015	Changed Executive Sponsor	Christine Versteeg, AHS

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