Human Resources Metrics

STAR^2 Center Faculty Ann Hogan discussed the following terms during the 2017 Recruitment Bootcamp. These metrics are helpful for health center staff to gather when planning next steps in strategic workforce planning.

- Cost Per Hire – One of the most commonly used HR metrics, this can tell you just how much it really costs your health center when you hire a new employee.
- Revenue Per Employee – This is a good HR metric to calculate for those in clinical positions within your health center. What is the revenue an individual or team is earning for the organization?
- Absence Rate – One of the simplest HR metrics, this one gives you a look at just how many days your employees are missing and could indicate employee satisfaction rates.
- Benefit Cost – When adding up all your benefit costs – just how much are they costing the organization? This is good information to pass along to employees so they know how much you contribute as an organization.
- Turnover – How many individuals leave during a given time frame, this is usually calculated annually.
- Tenure – This metric allows you to find out how long an individual or a group of individuals has been with the organization. This can give you information on where you need to focus your retention strategy.
- Time to Fill – Knowing how long it takes to fill a position can give you insight as to when you need to start recruiting for a vacancy or a retirement.