



A Note from the CEO

Suzan Mora Dalen, MPA, CHCA

Did you know just by expressing gratitude, you can actually retain employees and increase overall wellness within your organization? At QMetrics, we are practicing thankfulness for the month of November - National Gratitude Month!

In light of the highly discussed topic of the Great Resignation, retaining great employees has become ever so critical. In this newsletter, we share our insight into how you can keep happy and loyal team members through focusing on employee engagement and expressing gratitude.

I encourage you to read the below articles and join my team and me in expressing gratefulness in a time when we all could use it most.

Cheers!

Suzan Mora Dalen, MPA, CHCA
QMetrics Founder & CEO



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WELCOME NEW QMETRICS TEAM MEMBERS



So What's Up with the Great Resignation and How Can Organizations Help Avoid it?

5 Ways QMetrics Increases Retention through Employee Engagement

Harvard Business Review reports that according to the U.S. Bureau of Labor Statistics, four million Americans quit their jobs in July 2021 and resignation rates are highest among mid-career employees in the tech and health care industries . Glassdoor reports that “the average cost per hire is almost \$4,000.” Companies can’t possibly keep up with the total cost of recruiting, hiring, training, and orienting a new team member. So how does an organization keep good people during a huge trend of employee resignation?

At QMetrics, we have learned that by prioritizing our employee engagement program, we retain happy and connected employees who remain loyal and work hard. By genuinely caring about and investing in our team, we have fostered a tight-knit community of passionate and dedicated thought leaders who deliver results and provide excellent customer service to our clients and partners.

Here is insight into our employee retention secret sauce at QMetrics:

1) Focus on Employee Wellness - Like for Real!

“More than 90 percent of business leaders say that promoting wellness can affect employee productivity and performance, according to survey results from the nonprofit Health Enhancement Research Organization (HERO).” Over the last couple of years, the COVID-19 pandemic has shed light on the importance of maintaining a healthy balance at work to foster mental health and overall wellbeing. Employees need flexible work schedules so they can balance between their responsibilities at work and at home. In efforts to promote the importance of mental health and self-care, QMetrics recently announced to its team that in addition to earned paid vacation time, employees now also can take an Employee Wellness Day each year.

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...5 Ways QMetrics Increases Retention through Employee Engagement...

In centering in on promoting employee wellness, your employees will recruit others in their network, strengthening and diversifying your team. According to Gallup, “89% of workers at companies that support well-being initiatives are more likely to recommend their company as a good place to work.”

2) Demonstrate You Genuinely Care for each Person on Your Team

Harvard Business Review reports, “96% of employees believe showing empathy is an important way to advance employee retention.” COVID taught us that human connection is an intrinsic need for each of us. At QMetrics we thoughtfully put action behind our words. Our leadership team often sends care packages, birthday gifts, personalized handwritten notes, and messages of recognition to our team. We also host coffee chats with our team members to provide an opportunity to check in on each person. We want them to know we appreciate and care for them!

3) Lead by Example - Walk the Talk

“When you prioritize breaks and rest as a leader, you set the right example for your employees. Encourage them to take care of themselves by making sure you do the same.” Just as employees need time to recharge and enjoy vacation time, so do leaders! By allowing yourself to recharge and renew on your time away, you will not only be a better leader, but you set the tone for the rest of the company.

When you take time off from work, make a point to demonstrate you are taking vacation by not sending non-urgent emails or joining standing meetings. QMetrics has a company goal to avoid scheduling meetings on Fridays and to encourage our team to log off early so they can start their weekend and spend time with their family.

According to Harvard Business Review, “People feel intrinsically motivated when they engage in activities that they find interesting, enjoyable, and meaningful. Our data shows that working during leisure time creates internal conflict between pursuing personal and professional goals, leading people to enjoy their work less.” Motivated employees are loyal employees and we at QMetrics make it priority to ensure our team takes time away from work!

4) Provide a Safe Space for Feedback and be Transparent about the Results

“If you want to see engagement levels rise quickly and sustainably, creating a culture of communication and feedback will get you to where you want to be,” as reported in a Leaders Edge. QMetrics recently hired a third party expert to capture feedback from the team on the leadership team’s communication and management style. The survey included an opportunity for employees to provide suggestions and express areas of strength. The results? We gained valuable insight into the pulse of our team.

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...5 Ways QMetrics Increases Retention through Employee Engagement...

We learned about areas where we can better provide clarity and direction, while also better understanding what the team likes and gives us opportunity to build upon these actions. As a leader, it's important to authentically solicit feedback and demonstrate changes based on the feedback so your team knows they are heard.

5) Make Work as Fun as Possible!

"The evidence is clear. Engaged employees perform better, experience less burnout, and stay in organizations longer."

During the peak of 2019's COVID-19 pandemic, it became very apparent our team needed some fun. Our workload had increased with the company's rapid growth and as a result, we had taken on a large volume of work. In response to the potential burn out of our team, we rolled out an employee engagement program. We included virtual happy hours, walking hangouts, coffee chats, social media posts on Yammer, Kahoot! Quizzes, and online celebrations. The response? Our team was thrilled with the program, which was demonstrated in their participation and obvious excitement. We experienced a phenomenal amount of positive feedback from our employees, as well as a stronger unity across the organization.

We hope you will find new and creative ways to engage your team. QMetrics has demonstrated success in employee engagement and retention by achieving 91% response rate.

Call to Action:

Make employee engagement a priority as you wind down the year and start planning for 2022. If you need a simple roadmap or a turn-key Employee Engagement Plan, we can assist your organization. Please contact smoradalen@qmetrics.us.

Article References :

1 *Who Is Driving the Great Resignation?*, Harvard Business Review, 2021

2 *Employers See Wellness Link to Productivity, Performance*, SHRM, 2015

3 *The Right Culture: Not Just About Employee Satisfaction*, Gallup, 2017

4 *Creating Flex Work Policies...When Everyone Has Different Needs*, Harvard Business Review, 2021

5 *5 Reasons Leaders Need to Take a Break*, Sparsity, 2021

6 *Don't Work on Vacation. Seriously*, Harvest Business Journal, 2020

7 *4 Reasons Why Feedback Is Essential for Leadership*, Leaders Edge, Inc., 2019

8 *How Companies Can Improve Employee Engagement Right Now*, Harvard Business Review, 2021





Q M E T R I C S

HOW TO RETAIN DEDICATED EMPLOYEES BY EXPRESSING GRATITUDE



According to Fast Company in a study of 200,000 managers and employees, it was found that 79% of people who quit their jobs cite lack of appreciation as a major reason for leaving. According to Harvard Health, employees are more likely to be more motivated to work harder for an organization where they feel appreciated by their manager.

We as leaders are all very busy and sometimes, we forget the value of simply taking the time to say, “thank you” to acknowledge someone’s work. QMetrics has learned that happy and hard-working employees are loyal and have stayed the long-term with our organization. How do we do it? Because we focus on employee appreciation. Our leadership demonstrates gratitude not only in our words, but most importantly through our actions. We do things like send hand-written thank you notes, recognize an individual or project team’s accomplishments to the entire company, take time to have a virtual coffee chat, host a dinner with a home-cooked meal, and send gifts for special occasions.

In addition to retention, there is another key benefit from gratitude - overall wellness. The Harvard Health study also says, “in positive psychology research, gratitude is strongly and consistently associated with greater happiness. Gratitude helps people feel more positive emotions, relish good experiences, improve their health, deal with adversity, and build strong relationships.” Happy and healthy individuals are more likely to stay with your organization!

We encourage you to take time to express your gratitude to your employees this month. If you would like help building a gratefulness campaign for your organization, QMetrics has experts who are happy to assist. Please contact us at info@qmetrics.us.



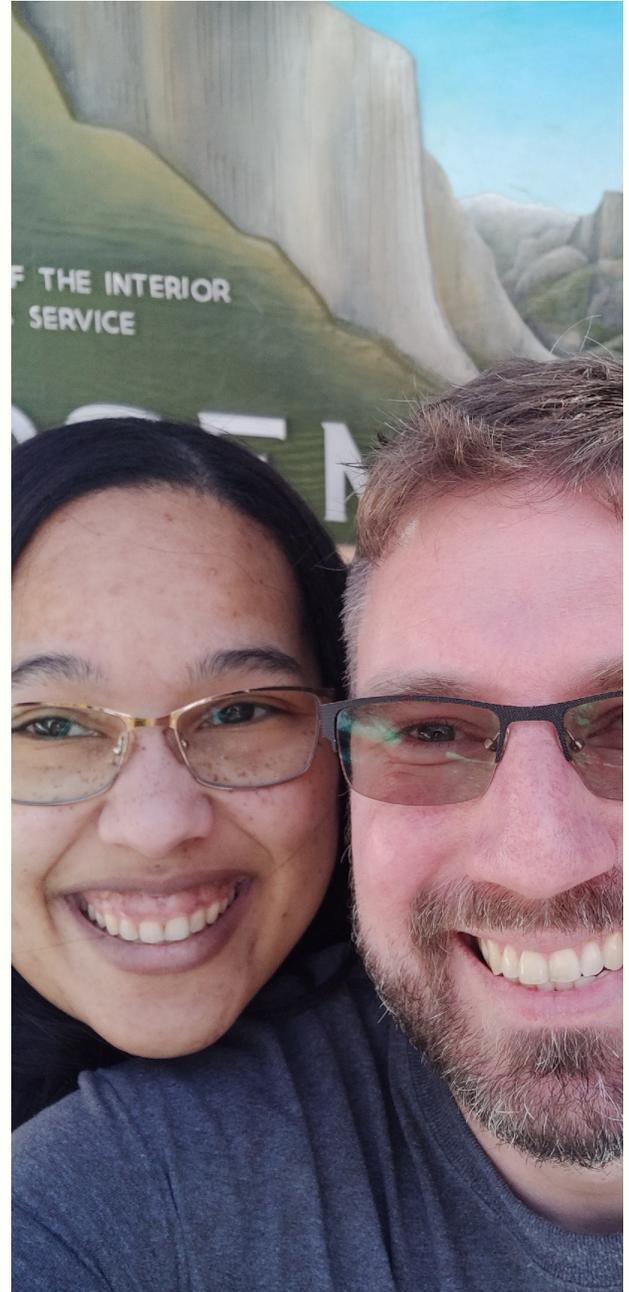


QMetrics is excited to share how we are promoting team gratitude in November with our QMetrics Gratitude Project. Aside from our fun activities like a walk down memory lane with peer photos that are a blast from Thanksgivings' pasts, we have designed a program to promote peer-to-peer recognition on our team.

Similar to Secret Santa, each peer is buddied up with another team member. This compels everyone to take time to reflect and share why they are grateful for that peer. We are capturing the kind words expressed by each team member and are sharing the words of thanksgiving with the whole team.

It may seem challenging when each of us aren't always working on the same project, however, by putting themselves in others' shoes, the team is realizing how each member holds a significant role in what QMetrics does to provide clients with quality service. This is a great exercise you and your team can do, too!

If you would like more insight into our Gratitude Project so you can adopt it for your own team, please reach out to us at info@qmetrics.us.





WELCOME TO THE TEAM!



ISABEL CASTRO
QUALITY CONTROL
COORDINATOR



BREANNA HETZEL
PROCESS EXCELLENCE
PROJECT MANAGER



Wishing you a Happy Thanksgiving!



QMetrics will be closed for the Thanksgiving holiday starting at Noon on Wednesday, 12/23 through Friday, 12/26. We look forward to taking time away from the office to spend with family and friends.

Have a wonderful holiday and we look forward to connecting with you soon!

-QM Team

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