

# Case Study

## The ProfileXT in use by a Healthcare Organization

A healthcare organization faced with low employee productivity wished to find a way to increase the frequency of hiring employees who excelled in their positions. Presented with this problem, a study was conducted to examine the relationship between employee productivity and Job Match according to the ProfileXT.

### Participants

The current study was comprised of 60 Enrollment Specialists. Each employee who participated in the study had taken the ProfileXT and had their performance evaluated by a superior from the company on a five-point rating scale. These company performance evaluations revealed 13 employees who exceeded expectations (rated 4 or 5) and six employees who failed to meet expectations (rated 1 or 2). The remainder of the sample, 41 individuals, just met performance expectations (rated 3).

### Job Match Pattern

In a Concurrent Study format, a Job Match Pattern was developed for the Enrollment Specialist position using the ProfileXT. The 13 current Top Performing Enrollment Specialists served as the basis to formulate the Job Match Pattern. This pattern now serves as a benchmark to which other employees can be matched.

### Performance Grouping

With the Enrollment Specialist Job Match Pattern created, all 60 Enrollment Specialists were matched against the pattern. After a review of the sample's ProfileXT Percent Matches, an overall Job Match Percent of 78%, or better, best identified Top Performing employees and was selected as the breakpoint representing a good match to the Job Match Pattern.

This study demonstrated the pattern efficiently identifies top performers:

- Top Performers correctly identified as Top Performers by the pattern: 9 of 13
- Bottom Performers incorrectly identified as Top Performers by the pattern: 2 of 6

Of the 60 employees included in the study, 34 met or exceeded the benchmark set. Nine of the 13 (69%) Top Performers were included in this group while only two of the six (33%) Bottom Performers were able to display the same match for the pattern. Thus, the pattern is differentiating between Top and Bottom performers as delineated by the company's own performance evaluations.

## **Details**

The company believes their hiring practices have become more consistent after using the ProfileXT. The organizational leaders of this company feel more confident and are more assured in their hiring decisions knowing the PXT is based on the objective evaluation of employee attributes.

## **Summary**

Using the ProfileXT to benchmark employees, the organization is able to successfully screen Enrollment Specialist candidates. Of the 34 individuals who either met or exceeded the Job Match Pattern benchmark, only 5.8% (2 of 34) of these employees were Bottom Performers. Additionally, approximately 70% of the top performers (9 of 13) were included in this group. Clearly, selection practices can be improved by using Job Match Patterns created by the ProfileXT.