

Preventing Attrition Among Non-Technical Laboratory Employees

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Objective: In the past five years, American Esoteric Laboratories (AEL) has experienced more than 70% attrition among non-technical employees. These individuals receive the lowest pay, have the least training, and are primarily responsible for specimen accessions and processing. As an alternative to previous recruitment strategies for this employee population, AEL proposed to recruit new employees from two academic settings with backgrounds in biology, chemistry, or clinical laboratory science majors. A total of 20 employees were recruited; these new employees were surveyed after 6 months of employment.

Design: The part time employees who were recruited from the student population at the University of Memphis or Southwest Tennessee Community College were surveyed. This survey included a series of questions directed at seven (7) University student employees and 13 community college student employees.

Results: All 20 student employees responded to the survey (100%). Seven were B.S. students working part-time, and 13 were A.S. students also working part-time. All students in the survey recommended AEL for employment with high satisfaction. Outside the survey, school administrations have all received positive feedback from these employees. The overall attrition rate has dropped to 48% within the areas of accessioning and processing since the program was initiated, and no students have left employment.

Conclusions: These preliminary findings indicate that there is a clear opportunity to improve the attrition rate among non-technical employees by targeting the recruitment towards college students.