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| DURHAM REGIONAL HOSPITAL | Personnel Policy and Procedure Manual |
| SUBJECT: Exit Interview | Policy # 105 |
| Effective Date: 3/9/1988 | Last Review Date: 11/1996, 3/2002, 5/2003 |

PURPOSE:

It is the intent of Durham Regional Hospital to provide terminating employees the opportunity to provide the organization with feedback regarding their employment. The Exit Questionnaire is seen not only as a way to understand the reason(s) for an employee's departure, but also a way to identify trends, improve employee retention, ascertain levels of employee satisfaction, and reduce turnover.

POLICY:

It is the policy of the Hospital to collect exit data from all employees who voluntarily terminated their employment. The exit process should be scheduled for the departing employee prior to their last day or work by the employee's supervisor.

Note: to satisfy this requirement, an employee must:

1. Complete and return Exit Questionnaire form to Human Resources, or
2. Request a face-to-face interview with a representative from Human Resources.

PROCEDURE:

1. Employee indicates to direct supervisor that he or she has decided to leave the organization and submits letter of resignation.
2. When employee's resignation is received, the supervisor:
 - a. Provides employee with Exit Questionnaire to complete and return to Human Resources.
 - b. Informs Human Resources if employee wants to schedule a face-to-face interview.
3. Reports of compliance with these provisions as well as an analysis of exit interview information shall be made available to the appropriate administrative staff member.
4. The contents of the exit interview will not impact rehire eligibility of departing employee or in providing references and is not retained in the individual employee's personnel file.

Developed by: DRH Human Resources

Approved by: DRH Administration

Director of Human Resources

(Interim) Chief Executive Officer

EXIT INTERVIEW FORM

Durham Regional Hospital is genuinely concerned with continuing to improve the work culture. To do this, we would appreciate you taking the time to share your frank assessment and/or thoughts about your experience here with us by completing and returning the following survey to Human Resources.

I. Demographics

Today's Date: _____

Your Name (optional) _____

Your Department _____

Title _____ Shift _____ Date of Hire _____

Please circle one.

Sex: 1) Male 2) Female

Race: a) White b) Black c) Hispanic d) Asian/Pacific Islander e) Native American

f) Other _____

II. Degree of Satisfaction

| 1 | 2 | 3 | 4 | 5 |
|-------------------|--------------|---------------------------------------|-----------|----------------|
| Very Dissatisfied | Dissatisfied | Neither Satisfied Nor Dissatisfied | Satisfied | Very Satisfied |

Please enter the number which best expresses how satisfied you felt with:

- _____ Your salary or pay rate
- _____ Your benefits (Insurance Plans, PTO, Retirement, etc.)
- _____ Your training received in the department
- _____ Your opportunities for advancement
- _____ The communication between you and your supervisor
- _____ The amount of feedback you received from your supervisor between performance appraisals
- _____ Your supervisor's fair and consistent treatment of the department's employees
- _____ Your general working conditions on the job
- _____ Your sense of teamwork with co-workers
- _____ The cooperation you received from other employees
- _____ The equipment and resources you needed to do your job
- _____ The services provided by Human Resources

Given the opportunity, would you return to work at DRH? Yes _____ No _____

Given the opportunity, would you return to the same department? Yes _____ No _____

Comments _____

III. Reason For Leaving

Please rank in order of importance your **five** most significant reasons for leaving:

- | | | |
|--|---|--|
| <input type="checkbox"/> Dissatisfied with the job | <input type="checkbox"/> Lack of recognition | <input type="checkbox"/> Child/Elder Care |
| <input type="checkbox"/> Greater responsibility | <input type="checkbox"/> Disliked co-workers | <input type="checkbox"/> Illness in family |
| <input type="checkbox"/> Advancement opportunity | <input type="checkbox"/> Better benefits | <input type="checkbox"/> Return to school |
| <input type="checkbox"/> Higher salary | <input type="checkbox"/> Unfair treatment | <input type="checkbox"/> Personal reasons |
| <input type="checkbox"/> Inadequate training | <input type="checkbox"/> Moving | <input type="checkbox"/> Position eliminated |
| <input type="checkbox"/> Too much pressure on job | <input type="checkbox"/> Spouse transferred | <input type="checkbox"/> Marriage |
| <input type="checkbox"/> Job was misrepresented | <input type="checkbox"/> Full time work | <input type="checkbox"/> Career change |
| <input type="checkbox"/> Retired | <input type="checkbox"/> Dissatisfied with supervisor | <input type="checkbox"/> Self-employed |

What could have prevented you from leaving? _____

What did you like most about your position? _____

What did you like least about your position? _____

What three (3) suggestions would you offer to improve DRH as a work place?

- 1) _____
- 2) _____
- 3) _____

If you would like for a member of Human Resources to contact you regarding your responses or would like to meet with a HR Representative face-to-face, please leave a phone number at which you may be contacted.

Phone # () _____ - _____ Best time to call: ____ a.m. ____ p.m.