



EXCALIBUR

Data-Driven Performance Management

Happy New Year

I wanted to share how Excilibur Stands out throughout the Nation when it comes to the Attrition/Turnover Rate for 2021. We grew from having a staff of 45 employees to start the year to having 100 on staff to end the year. In Healthcare, we all know how hard it can be to hire and retain as Healthcare happens to be the 2nd highest turnover occupation based on Market Analysis.

Below is the Nation's average in each respected department:

Healthcare
Business Operations

9.92%

Healthcare Front
End Services

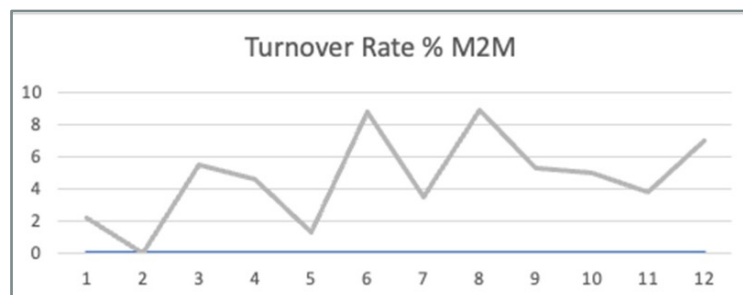
20%

So where does that leave Excilibur ending the year between all service lines?

Excilibur

4.65%

That's correct, less than 5% turnover rate on the year, *half of the nation's average*. By keeping a low turnover rate, this allows knowledge, experience, expertise, quickness with accuracy for our clients. Going into 2022, I am planning on working with Management to strategically work at making even a larger reduction in turnover and continue to make Excilibur Stand Out as the Best Revenue Cycle Vendor out there!



Here is a snapshot of turnover Month to Month for 2021.

Cheers to the New Year, Zane

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