


# EMPLOYEE INVESTIGATION CASE STUDY



**When situations happen, it's crucial to get correct details while preventing lawsuits. Investigating objectively to ensure fairness while limiting liability is key.**

A Des Moines based healthcare company was experiencing patients missing large numbers of appointments suddenly. This impact on clients harmed reputation and lowered employee morale from upset patients. This case study shows how it was resolved.

Iowa Fractional Human Resources (IFHR) is Iowa's small business HR Partner. If this case sounds like a problem you want help with, let's chat. Choose from our contact information below.

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## Challenges

Employee morale was falling, and clients were not getting the service they needed due to.

Getting to the root of the morale issues and finding out what was causing clients to not get the services they needed.

Managing the situation without compromising employee morale or violating compliance requirements.

## Solutions

Having a pulse on the business already showed decreasing performance before the company took a major hit.

Employees talked with us to better understand the situation. We reviewed trends and data from IT and found under performing individuals.

Solutions were drafted to alter employee behaviors and reduce employee conflicts.

## Results

15%

Increase in positive client feedback score

15%

improvement in employee morale score results



increase in clients receiving services previously missed



Decrease in employee concerns

## Testimonial

Mitchell was able to navigate through our complex employee issues and find the bad apple. Our team is running much better now.

— N  
CEO of Des Moines Healthcare Company

## Conclusion

An individual who was causing patients to miss needed services was identified and appropriate corrective action was taken to address the policy violations.

Patients were able to get in for appointments as needed which resulted in happier patients and happier employees as a direct result.