

# Case Study

## The PXT in use by a Healthcare Organization

As an example of the impact that the ProfileXT can have on successful candidate selection, a healthcare organization faced with low employee productivity wished to find a way to increase the frequency of hiring employees that excelled in their positions. Presented with this problem, the current study was conducted to examine the relationship between employee productivity and Job Match to ProfileXT.

### Participants

The current study was comprised of sixty Enrollment Specialists. Each employee that participated in the study had been administered the ProfileXT and had their performance evaluated by a superior from their company on a five-point rating scale. These company performance evaluations revealed thirteen employees exceeding expectations (rated 4 or 5) and six employees failing to meet expectations (rated 1 or 2). The remainder of the sample, forty-one individuals, 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. A sample of thirteen 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 sixty 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 a breakpoint to represent a good match to the Job Match Pattern.

This study has demonstrated that the pattern efficiently identifies top performers:

- Top Performers correctly identified as Top Performers by the pattern: 9 of 13
- Top Performers incorrectly identified as Bottom Performers by the pattern: 4 of 13
- Bottom Performers correctly identified as Bottom Performers by the pattern: 4 of 6
- Bottom Performers incorrectly identified as Top Performers by the pattern: 2 of 6

Of the sixty employees included in the study, thirty-four met or exceeded the benchmark set. Nine of the thirteen (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 Top and Bottom performers as delineated by the company's own performance evaluations.

## **Details**

The company has expressed a belief that their hiring practices have become more consistent after using the ProfileXT. The organizational leaders of this company feel better and have become more confident in their hiring decisions knowing that the PXT is based on the firm ground of employee attributes.

## **Summary**

Using the ProfileXT to benchmark employees, the organization has shown the ability to successfully screen Enrollment Specialist candidates. Of the thirty-four individuals that 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.