

USr Healthcare Case Study

Hospital Division Outsourcing Story
Centralizing the Recruitment Process





Hospital Division Outsourcing Story

Background:

This multi-facility regional health system located in the Southwest was faced with a de-centralized recruitment process that provided little consistency among its facilities with regard to recruitment activities, application follow-up and complete and accurate personnel files. Recruiting efforts were managed by the HR Business Partners who also had responsibility for Associate Relations. Having dual responsibilities meant that recruiting became an additional responsibility for the Hiring Managers. Additionally, the health system was opening a new 150-bed facility.

USr Healthcare's Primary Objectives:

- Develop and deploy a Centralized Recruitment Model, Centralized In-Processing and New Employee On-Boarding Process
- Increase RN hires by 30% over previous years
- Improve the current recruitment process by dedicating a recruiter to each facility
- Increase accountability of the recruitment function and improve the overall service provided by Human Resources

Program Design:

- Successful recruitment outsourcing for all staff to USr with an emphasis on professional-level positions
- Implement a model that increased the pool of potential new FTE's to the individual facilities by leveraging the resources and methods of a staffing agency at a more affordable rate
- Remove excessive administrative functions from the realm of a recruiter's responsibility to facilitate and improve candidate flow
- Develop Centralized In-Processing and On-Boarding process utilizing a recruitment administrative position

"USr Healthcare has proven to be a true partner in our recruiting efforts. Not only have they organized and streamlined our recruitment processes, they have consistently gone above and beyond to provide additional resources that were not initially included in our contract." – Division Director of Human Resources

Program Results:

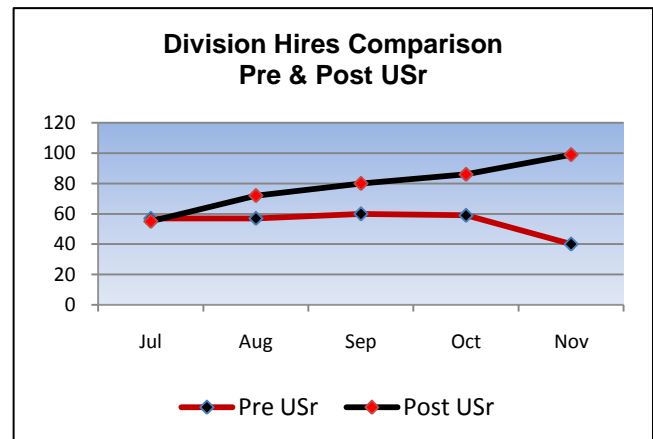
- Increased RN hires by 30% in first 5 months
- Increased overall hires by 48% in first 5 months

Centralized Recruitment Process:

- Implemented the centralized recruitment process in 3 orientation cycles with 100% compliance with all personnel files
- Most recent JCAHO audit identified 100% compliance with personnel files.

Special Projects:

- Developed the Recruitment Standard Operating Procedures for the Human Resources Department to include all practices regarding job approval, recruiting, wage and salary administration and training
- Assisted in the consolidating and re-writing of all health system job descriptions



USr Healthcare