

USr Healthcare Case Study

Hospital Division Outsourcing Story
Outsourcing Recruitment for a
Large Healthcare Division





Hospital Division Outsourcing Story

Background:

One of the nation's leading healthcare providers, with a division of locally managed facilities in Texas was facing a growing issue with contract labor. With the highest amount of contract labor usage in the organization, the division's senior leadership felt it necessary to seek alternative solutions to address the issue. With the outsourcing of all clinical staff recruitment to USr Healthcare, a three phase program was designed to eliminate contract labor by recruiting and retaining qualified FTEs to fill core staff positions.

USr Healthcare's Primary Objectives:

- Eliminate or reduce over 500 Contract/Travel FTEs from Core Staff positions
- Improve Vacancy Rates
- Reduce the cost of sign-on bonuses

Program Design:

- The program was designed to be implemented in three distinct phases
- The hospitals were divided into groups based on their usage of contract labor and the projection of growth at each facility
- USr Healthcare refined each facility's recruitment process and candidate sourcing using traditional and non-traditional models
- USr streamlined the recruitment process by documenting the existing process, making the necessary adjustments tailored to meet the needs of each facility and presenting the changes to each hospital's leadership in unison with the HR department

Meeting primary objectives:

- By identifying contract labor positions, USr was able to replace them with permanent employees
- The result was a documented reduction in contract labor, vacancy rate and a reduction in the cost of sign-on bonuses.

ROI:

- 386 Contract FTEs eliminated within the first seven months of the USr program
- Client division recapture of **\$1,775,000** spread dollars per month, over \$21 million from prior year
- Through elimination of prior sign-on bonus program, USr's client division has saved **\$2,995,000** over the first seven months

Hiring Impact:

- 1,547 licensed placements within the first seven months
- Phase I and Phase II: 94% Position fill rate in the first six months
- Phase III: 70% fill rate in the first four months

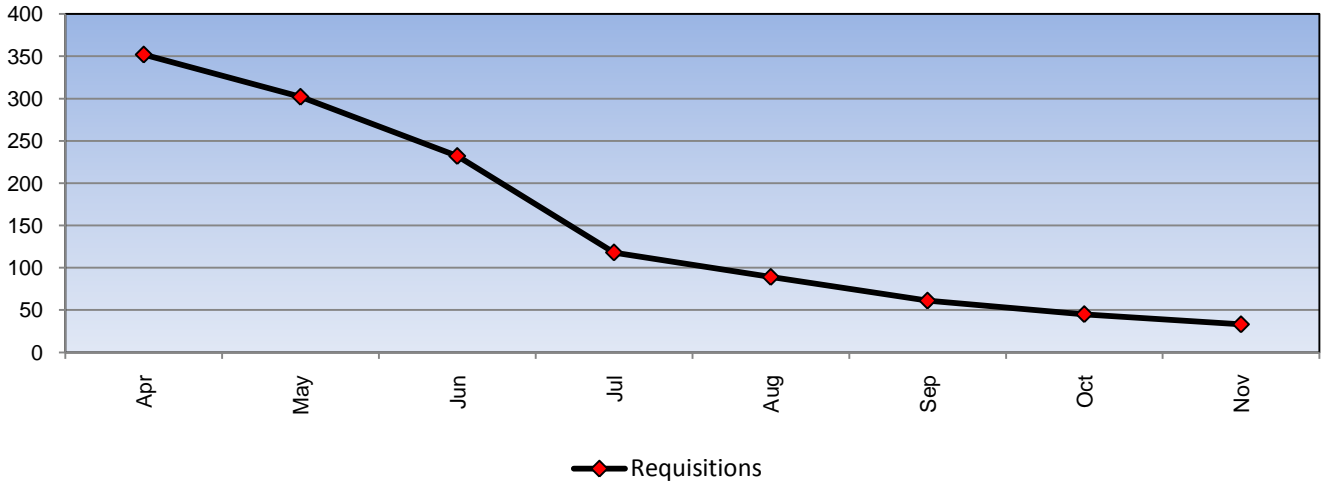
"We began our partnership with USr Healthcare in early 2009 and we have been amazed at how smoothly they managed the transition. We implemented their program in 13 facilities employing a total of 12,500 employees. USr Healthcare staffed those facilities with quality recruiters and they've done an exceptional job retaining these talented professionals. I've found this to be an exceptionally customer focused organization that we consider a true partner in our effort to recruit and retain quality healthcare professionals.." - **Division VP of Human Resources**

USr Healthcare



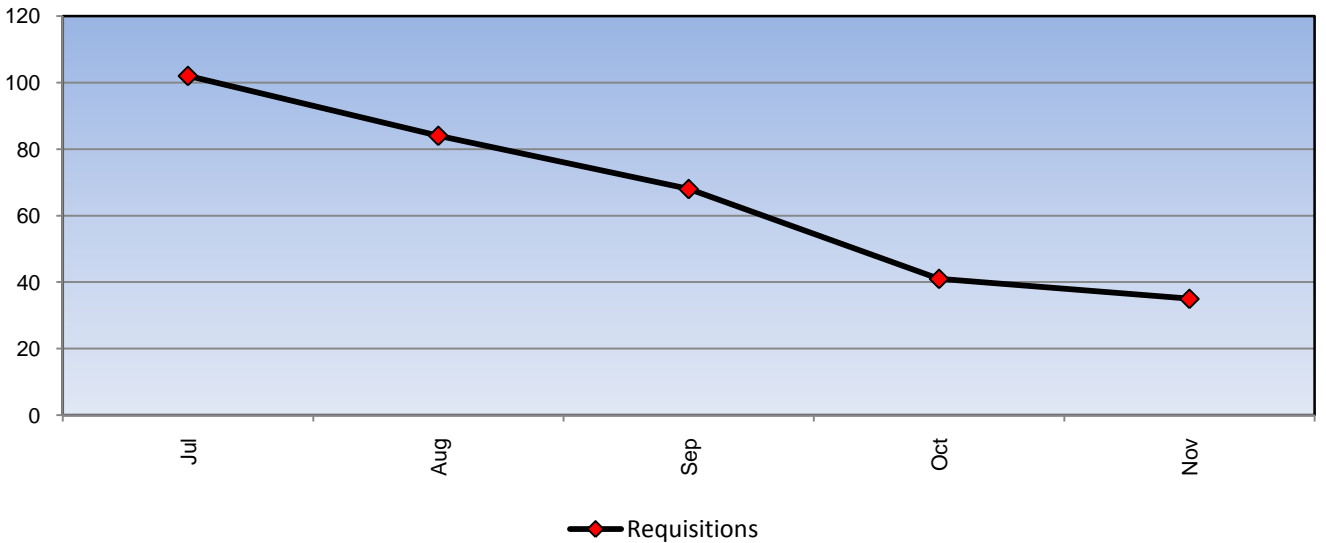
Hospital Division Outsourcing Story

Contract Labor FTE Reduction: Phase 1 & 2



Phase 1 & 2 - 94% decrease in contract labor requisitions within the first seven months of program implementation

Contract Labor FTE Reduction: Phase 3



Phase 3 - 70% decrease in contract labor requisitions within the first four months of program implementation

USr Healthcare