

USr Healthcare Case Study

Large Healthcare Facility Story Outsourcing Recruitment and On-Boarding





Large Healthcare Facility Story

Background:

The HR Department of a 705-bed healthcare facility located in the Southeast, outsourced all staff recruitment and new employee on-boarding to USr Healthcare. In only nine months, the hospital's overall vacancy rate, RN vacancy rate and contract labor usage were drastically reduced.

USr Healthcare's Primary Objectives:

- Eliminate or drastically reduce contract labor
- Lower Overall and RN vacancy rates
- Turn around recruitment
- Improve internal and external customer service

Program Design:

- The objective of the program was to create a model that would lower the existing cost of recruitment while recruiting a greater number of employees into the facility
- Two appealing factors involved in this Large Facility model include pricing that is set at a fixed fee and the convenience of having USr manage all on-boarding of new employees and transfers
- USr streamlined the recruitment process by flow charting the existing processes, making the necessary adjustments and presenting the changes to hospital management at all levels

Program Results:

Meeting primary objectives:

- Eliminated the need for long-term contract labor for more than five years
- Both overall vacancy rates and RN vacancy rates at all time lows
- Integrated USr's recruiting staff with the facility's HR staff, where they function as one HR team

Contract Labor:

- USr eliminated more than 70 contract RNs in core staff in the first seven months on-site
- In less than four months, USr staff eliminated 50+ contract travelers brought in for growth in year three

Hiring Impact:

- RN Vacancy rate reached a low of 2.8%, with only 17 open FT RN positions in July 2009
- Overall vacancy rate reduced to less than 2% in July 2009

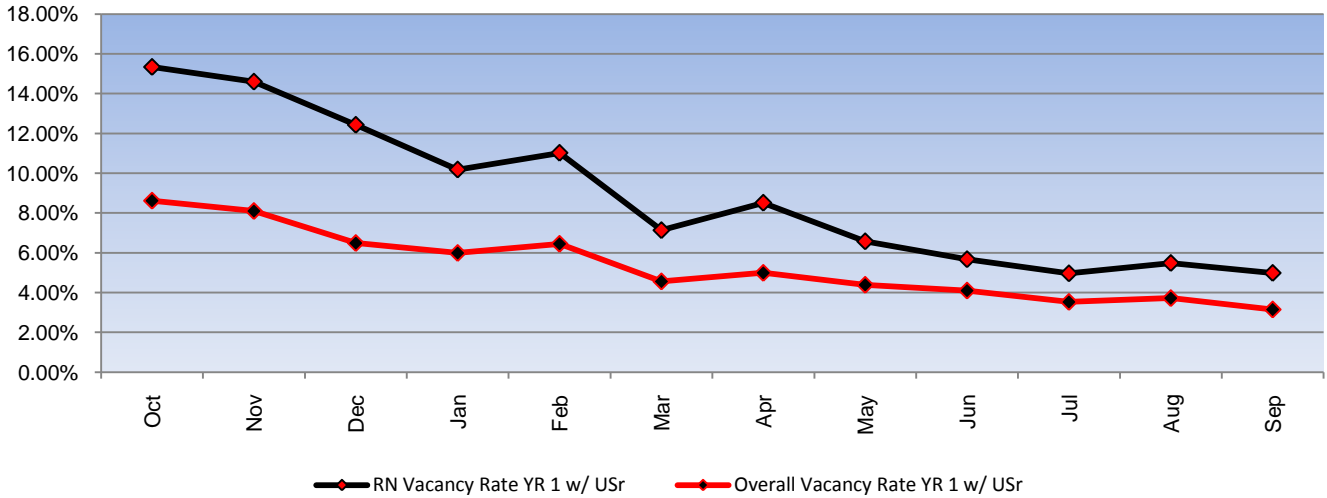
"We are excited about the agreement with USr Healthcare to manage our entire recruitment function. They replaced five FTE's on our payroll with four of their staff. Their staff are in our office as part of our HR team. They have brought in new recruitment processes and technologies that have significantly increased our RN hires. USr Healthcare eliminated out 70 Travel RN's and reduced contract labor costs by over \$4,500,000 last year. Their customer oriented approach is a driving force in our relationship. We look forward to a continued increase in productivity with the USr Healthcare team." - VP of HR

USr Healthcare



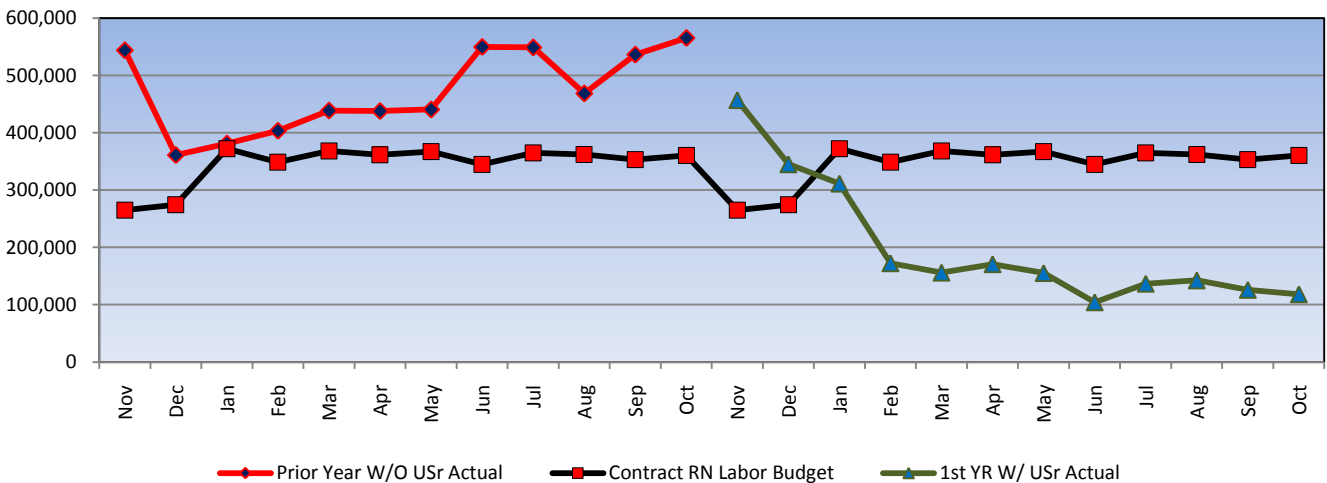
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Vacancy Rate Since USr Healthcare



Since the implementation of the USr program, the facility's overall vacancy rate has declined to a low of less than 2% in July 2009.

Contract Labor Trending Since USr Healthcare



Decline in Contract Labor costs since the implementation of the USr program

USr Healthcare