

# *USr Healthcare* Case Study

## Large Healthcare Facility Story Improving Recruitment Processes





# Large Market Facility Story

## Background:

A Large Market Healthcare Facility was positioned for significant growth in its market. The 521-bed tertiary care facility had struggled with increasing contract labor costs for four years. USr Healthcare was asked to assess and document the existing recruitment process and determine which portions of the process could be improved upon to meet the new demands of the facility.

### USr Healthcare's Primary Objectives:

- Eliminate or reduce contract labor
- Improve the current recruitment process by ensuring that candidates were pre-screened properly and consistent follow-up occurred
- Development of a sufficient candidate pool to meet the staffing needs of the facility
- Increased accountability of recruitment team and an improvement in the service provided by Human Resources

### Program Design:

- The facility's new CEO and VP of HR, both of whom had utilized USr Healthcare's services at other facilities with great success, sought improvements to the recruitment process that would meet the new demands of the facility
- USr created a program that increased the pool of qualified potential FTEs to individual facilities by leveraging the resources and methods of a traditional staffing agency at a more affordable rate

### Meeting primary objectives:

- Eliminated 97% of RN contract labor in nine months
- 29 long term contract positions were eliminated within the first twenty-four months of the USr program

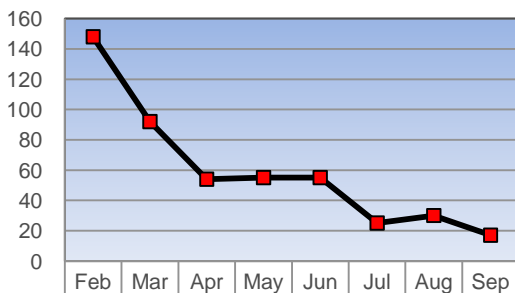
### ROI:

- USr Healthcare saved the facility more than **\$3 million** in the first year of program implementation

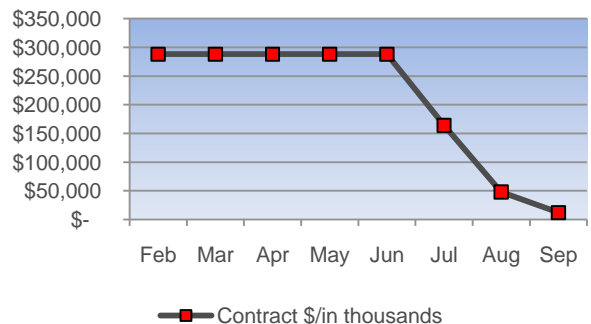
### Hiring Impact:

- Reduced the number of professional staff vacancies by 82% in the first year of the program
- Through twelve months, 95% of all RNs hired were still on staff

**Reduction in Clinical Vacancies by Month**



**Reduction in Contract Labor Costs by Month**



# USr Healthcare