

USr Healthcare Case Study

Urban Market Hospital Story

Implementing an Onsite Staffing Model



Urban Market Hospital Story



Background:

An Urban Market Hospital located in the Midwest, through a staffing audit conducted by an interim facility management team, found that the hospital was critically understaffed in the nursing area. USr Healthcare was contracted to outsource RN recruitment and teamed with the facility's HR department to implement the initial *Onsite Staffing Model*.

Initial Program Creation:

- The facility had reached a critically high vacancy rate for RNs in core staff areas
- Interim hospital CEO contacted their division office to inquire about additional recruitment support
- USr Healthcare partnered with the facility's HR department to implement the Onsite Staffing Model

Program Results:

- In the initial seven months of the program, USr Healthcare reduced the hospital's RN vacancy rate to .07%
- At the time vacancy rates were reduced to this level, the hospital chose to sever the relationship and resume using a traditional hospital recruiter

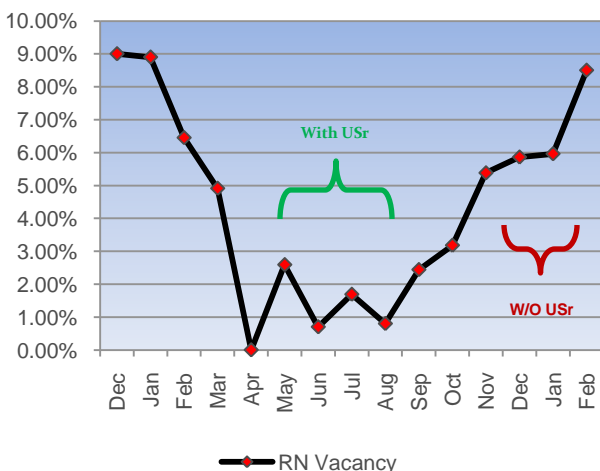
Phase Two of the USr Program:

- At a National Human Resources Conference, representatives from USr Healthcare and the hospital discussed the creation of a new model that would better serve the needs of the facility
- The model that was developed leveraged all of the components utilized in the original USr model with a variation on how fees would be charged
- USr developed a flat fee model to better meet the needs of the facility. By creating a flat fee model, USr was to create a more predictable expense for use by the facility in the budget process
- After adjusting the model the facility developed a seamless process using an outsourced vendor in the area of recruitment that met their exact needs

Benefits of the USr Fixed Fee Program:

- Eliminated the need to discuss candidate sourcing
- Eliminated the need for credit tracking
- Allowed the facility to develop a seamless process using an outsourced vendor in the area of recruitment

Hospital Vacancy Rates Pre & Post USr



"We partnered with USr Healthcare to address our increase in RN vacancies. In seven months USr had our vacancies decreased to less than 3 RN openings. At that time we separated our relationship with USr in an attempt to decrease expenses and to try other staffing models. By the way, it didn't work and our vacancy rate increased drastically. We began our relationship with USr again. USr has been very flexible in meeting our needs and customer service is a priority for them. They are very results oriented. I would strongly recommend them to any facility who wants to see positive results in recruiting."

Assistant Administrator / VP of HR

USr Healthcare