



# AN RPO SOLUTION DRIVING REAL CHANGE MEETING THE WORKFORCE CRISIS OF AN ACUTE CARE FACILITY

A Level I Trauma Center and one of the nation's leading public hospitals faced severe staff vacancies which seriously threatened their Medicare certification.

## Client Scenario

With the need to improve their recruiting focus, streamline their hiring process, reduce their time-to-hire, and fill hundreds of open positions prior to a looming CMS deadline, they turned to Supplemental Health Care to design and implement an extensive Recruitment Process Outsourcing (RPO) program.

- 8,500-employee, public “safety-net” hospital supporting a major southwest market
- Deadline for improvement needed for re-certification as a result of CMS surveys
- Ineffective recruiting and hiring processes and technology
- An immediate need to hire 250-plus nurses and an additional 250 clinical and non-clinical personnel
- Ongoing local media scrutiny and criticism

## Our Solution

Working closely with the client's internal HR department and hiring managers throughout the hospital, Supplemental Health Care:

- Designed and implemented a system-wide, end-to-end RPO program
- Deployed a dedicated on-site support team for account management, candidate coordination and daily interaction
- Implemented an extensive recruiting campaign across all targeted skill sets utilizing a dedicated recruiting team, proprietary recruiting technology, and aggressive programs and tactics
- Established an integrated technology support platform across multiple ATS and career site systems
- Worked with hospital personnel to streamline internal interview and hiring processes

## Program Results

Responding to the extremity of the need and the urgency of the situation, the program went live two weeks after contract execution and achieved the following results in the first five months of operation:

- Hiring statistics:
  - 20,153 Applications
  - 1,753 Submitted to Hiring Manager
  - 987 Interviewed by Hiring Manager
  - 500 Hired (and counting)
- Hires have included clinical and non-clinical skill sets: Director and Manager Level positions, as well as Nurses, Nurse Practitioners, Physician Assistants, Physical Therapists, Occupational Therapists, Social Workers, Medical Coders, Administrative and more
- Improved hiring processes have reduced the average time-to-hire by over 50%
- Reporting systems were customized, based on program goals, including: order fulfillment, time-to-hire by department and job; applicant screening and interview data; and other key performance areas mutually identified as a priority

### What Our Client Says

*“We are pleased to have found a recruitment partner that possesses a comprehensive understanding of the diverse staffing and patient care needs of our organization. Supplemental Health Care’s capabilities in talent acquisition functions, complemented with a selection of well-developed workforce tools and technology, have provided positive results in our hiring initiatives.”*

*—Senior VP & Chief Human Resources Officer,  
Program Sponsor*

Supplemental  Health Care<sup>SM</sup>  
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