

case study:
Project-based RPO solution



BACKGROUND

A non-profit acute care facility in the Southeast created an initiative to hire 100 RNs in 100 days. The Cross Country Healthcare RPO team was consulted to implement a Project RPO solution to assist the facility in achieving this goal, by augmenting their nurse recruitment team.

PROGRAM DESIGN

- ▶ Client outsourcing of the recruitment function for RNs in select departments to Cross Country Healthcare, with an emphasis on experienced RN positions.
- ▶ We created a model that increased the pool of potential new FTEs to the facility by leveraging the resources and methods of a staffing agency at a more affordable rate.
- ▶ Cross Country Healthcare assumed full-cycle recruitment for designated RN openings, handling positions from requisition creation through contingent offer extension.
- ▶ Client’s primary nurse recruiter had resigned effective the week prior to Cross Country Healthcare RPO’s implementation.
- ▶ Solution utilized one onsite recruiter and one virtual recruiter, in conjunction with the Cross Country Healthcare RPO Support Center, to drive marketing to client positions.
- ▶ All client processes and regulations were administered and executed by Cross Country Healthcare staff.
- ▶ Excessive administrative functions were removed from the realm of a recruiter’s responsibility to facilitate and improve candidate flow.

PROGRAM RESULTS

- ▶ Campaign start date: 9.18.17
- ▶ Campaign goal was achieved on 11.14.17, with 102 RNs hired.
- ▶ Goal was achieved in less than 60 days – more than 40 days ahead of schedule.
- ▶ RN hires: 184

DEPARTMENT	DEPT. COUNT
RN	184
Trauma Stepdown	13
East IVF Clinic	1
OPD Surgery	1
Trauma Resus	5
LTACH	5
OPD Medicine	2
Trauma ICU	1
Rout 3	4
TICU	11
Skilled Nursing Unit	1
NICU	5
Nurse Float Pool	17

DEPARTMENT	DEPT. COUNT
Nursing Admin	17
Jefferson 5B Medicine	2
Med-Surg	1
GICU	7
Emergency Room	11
PRN/Float Pool	20
Chandler OR	1
Jefferson 5B	5
Ambulatory Svcs. Admin	1
Burn	6
Labor and Delivery	7
Case Management	7
Trauma OR	4

DEPARTMENT	DEPT. COUNT
Jefferson 5C2 Medicine	9
Interventional Radiology	1
Quality	1
Rout 4	1
Ambulatory Surgery	3
Jefferson 5D	2
Rehab Admin	1
Detention	3
Trauma Recovery Room	5
GI/Endoscopy	1
ROH Vascular	1
Materials Mgmt. Admin	1
TOTAL	184

TALENT ACQUISITION SUMMARY: HIRES BY WEEK 9.22.17 - 2.23.18												
	9.22.17	9.29.17	10.6.17	10.13.17	10.20.17	10.27.17	11.3.17	11.10.17	11.17.17	11.24.17	12.1.17	12.8.17
CCH HIRES	7	11	18	9	7	5	4	11	20	11	4	10
	12.15.17	12.22.17	12.29.17	1.5.18	1.12.18	1.19.18	1.26.18	2.2.18	2.9.18	2.16.18	2.23.18	TOTAL
CCH HIRES	12	4	1	7	6	5	9	5	3	9	6	184

- ▶ **Contact me today to discuss a Recruitment Process Outsourcing solution customized to your specific needs.**

Mark Dixon
mdixon@crosscountry.com | Tel. 615.445.3035