

case study:  
Single-facility RPO solution



## BACKGROUND

A non-profit acute care facility in Central Florida sought a talent acquisition solution to improve recruitment outcomes, reduce vacancy rates, and eliminate unbudgeted contract labor. After attempting internal solutions, the CEO turned to Cross Country Healthcare, having utilized RPO solutions at prior facilities.

## PROGRAM DESIGN

- ▶ Prior to the launch of the program, Cross Country Healthcare RPO completed a Recruitment Process Analysis.
- ▶ Successful outsourcing of the recruitment function for all staff to Cross Country Healthcare with an emphasis on all clinical and non-clinical areas in each facility.
- ▶ 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 streamlined the recruitment process by documenting the existing process, making the necessary adjustments tailored to meet the facility's needs and presenting the changes in unison with the HR department.
- ▶ Cross Country Healthcare assumed full-cycle recruitment throughout the enterprise, handling positions from requisition creation through contingent offer extension.
- ▶ Solution utilized one onsite recruiter and one virtual recruiter (first five months only).
- ▶ All client processes and regulations were administered and executed by Cross Country Healthcare staff.

## PROGRAM RESULTS

- ▶ Positions filled (offer accepted) as of 4.6.18: 553
  - ▶ RN: 253
  - ▶ Clinical: 211
  - ▶ Allied: 89
- ▶ Client was significantly below the national average cost per hire of \$3,033 (Deloitte, 2014) at \$540.
- ▶ Significant reduction in vacancy rate and unbudgeted contract labor usage in core staff positions.

CLIENT 2017-2018 TALENT ACQUISITION SUMMARY												
	OPEN REQS	NEW REQS ADDED	SUBMITTED CANDIDATES	INTERVIEWED	OFFERS EXTENDED	OFFERS ACCEPTED	% OFFERS ACCEPTED	DECLINED	%OFFERS DECLINED	REJECTED	PENDING OUTCOME	STARTS AS OF 4.6.2029
RNs	45	171	452	415	307	282	92%	41	13%	141	4	253
CLINICAL	34	137	423	293	234	218	93%	16	7%	187	2	211
ALLIED	20	65	242	122	12	91	89%	11	11%	140	0	89
TOTAL	99	375	1117	830	643	591	92%	68	11%	468	6	553

CLIENT 2017-2018 AVERAGE COST PER HIRE															
	2/17	3/17	4/17	5/17	6/17	7/17	8/17	9/17	10/17	11/17	12/17	1/18	2/18	3/18	13-MO. TOTAL
INVOICE TOTAL	\$28,500	\$28,500	\$28,500	\$28,500	\$28,500	\$28,500	\$18,500	\$18,500	\$18,500	\$18,500	\$18,500	\$18,500	\$18,500	\$18,500	\$319,000
HIRES	12	44	41	57	72	41	51	36	29	20	46	44	56	42	591
RECRUITERS	2	2	2	2	2	2	1	1	11%	1	6	1	1	1	ACPH: \$539.76

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

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