



Case Study

CLIENT:

With over 11,000 employees, Atlantic Health System is on the forefront of medicine, setting standards for quality health care in New Jersey and the New York metropolitan area. They were rated by *Fortune* magazine as one of the Top 100 companies to work for, handling over 800,000 outpatient visits.

SITUATION:

Atlantic sought to develop a measurable Lean, efficient recruitment solution. They wanted to establish consistent processes and decrease waste and wait time, thereby reducing overall Time-to-Fill (TTF). Their goal was to improve recruitment process efficiency by 10-20% by creating a Lean and efficient staffing process. This process would minimize time spent with unqualified candidates and allocate more time to quality candidates, resulting in hiring top talent faster.

SOLUTION:

LHC partnered with Atlantic and implemented TALENTx, which included these performance improvement initiatives:

- Establishing a baseline and creating team and individual recruitment scorecards for key performance metrics with respect to quality, responsiveness, efficiency and cost.
- Identifying opportunity for improvement in key areas such as TTF and process efficiency.
- Analyzing and streamlining all ATS applicant disposition codes utilized to capture key metrics for driving a consistent staffing process, including aligning with affirmative action compliant standards which require consistent documentation of reasons why candidates were selected or rejected.
- Conducting value stream mapping and process optimization exercises to identify and eliminate non-value-added waste and delays within the posting, screening, interviewing and selection process.
- Developing and executing an action plan to reduce waste and delays.
- Identifying top 5 daily barriers recruiters face and action items to reduce them.

- Implementing consultative best practices with respect to hiring manager intake sessions; setting realistic Service Level Agreements; communicating weekly with hiring managers; and managing a Lean, efficient recruitment process.
- Implementing a Continuous Improvement culture by conducting quarterly team and individual meetings to celebrate success and enact performance improvement solutions.

RESULTS:

- Performed in the Top 25 of the 2013 LHC Healthcare Recruitment Metrics Benchmark Study for:
 - TTF - positions filled in more than 60 days.
 - Percentage of current positions open more than 60 days.
 - Staff productivity.
- Improved staff productivity by 38%, while improving TTF and process efficiency.
- Improved candidate routed to hire efficiency by 29%.

ABOUT LHC:

LHC delivers a radical approach to Analysis, Process Optimization and Continuous Improvement for your recruitment organization. By rationalizing your staffing supply chain, we help you create a proactive, efficient hiring strategy that will dramatically reduce Time-to-Fill and vacancy rates; improve quality and customer satisfaction; and reduce cost and waste. To achieve optimum results, our renowned Recruiter Academy Education and Development Solution provides your staff with "Best-in-Class" methodologies, tools and techniques required to deliver a Lean, just-in-time recruitment solution and create a culture passionate about lifelong learning.