



Case Study

CLIENT:

INTEGRIS Health is Oklahoma's largest state-owned health care corporation and one of the state's largest private employers (about 9,000 employees statewide), with hospitals, rehabilitation centers, physician clinics, mental health facilities, fitness centers, independent living centers and home health agencies throughout much of the state.

SITUATION:

INTEGRIS sought to develop a Lean, efficient recruitment solution that provided them with an analytics platform to quantify return on investment (ROI) to key stakeholders and drive performance improvement initiatives. They sought to evaluate their current recruitment solution against industry benchmark best practices to define and implement a Lean, efficient organization model.

The Solution INTEGRIS was seeking would:

- Quantify the internal recruitment function's ROI to key stakeholders within the organization.
- Reduce waste and wait time to reduce overall Time-to-Fill (TTF).
- Meet and exceed customer expectations of their recruitment services.
- Meet hiring demand.
- Improve quality of hire by sourcing top talent.

SOLUTION:

LHC partnered with INTEGRIS and implemented TALENTx, which included the following performance improvement initiatives:

- LHC HMARTSM Voice of the Customer Assessment to establish a baseline of performance and identify urgent issues to improve customer satisfaction.
- A value stream mapping exercise to eliminate waste and wait time.
- A performance scorecard to quantify ROI, drive performance improvement and celebrate success.
- Equipping recruiters with best practice methodologies, tools and techniques delivered through our Recruiter Academy Certified Recruiter Program.
- Establishing a consistent staffing process, with structured intake sessions, staffing service level agreements, and consistent applicant tracking system usage.

RESULTS:

- Performed in the Top 25 of the 2013 LHC Healthcare Recruitment Metrics Benchmark Study for:
 - Average TTF for system overall and RNs.
 - Percentage of Positions filled in less/more than 60 days for system overall and RNs
 - Average TTF for positions filled in less/more than 60 days overall.
- Improved staff productivity by 117% with no increase in staff.
- Reduced system average TTF by 23% while achieving an 84% increase in positions filled.
- Reduced RN average TTF by 40%.
- Improved Offer Acceptance Rate by 12%.
- Reduced positions filled in >60 days by 24%.

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.