

## Challenges

- HR department crippled by paper-based hiring process
- Too much time spent on posting requisitions
- Unable to respond quickly to hiring managers' requests
- Poor candidate experience
- Inefficient hiring process for everyone

## Results

- An ATS that's easy to use for candidates, managers, and HR
- Everything is in one central place online
- Ability to track all relevant information – nothing gets lost
- Reduced the time from requisition approval to active recruiting of new talent
- Improved manager satisfaction
- Greater visibility into the hiring process
- Transformed the candidate experience
- Faster onboarding



SCHERVIER NURSING CARE CENTER

# Schervier Nursing Care Center Automates Applicant Tracking and Increases Efficiency

To deliver the best patient care, long-term care facilities must move quickly to fill open positions and find the most qualified candidates possible. Paper-based hiring processes not only cripple HR's ability to respond rapidly to managers' needs, they also create obstacles that may discourage talented employees. Many organizations like Schervier Nursing Care Center are automating applicant tracking to address these issues and find better candidates faster.

## A Hiring Process Bogged Down by Paper

Schervier Nursing Care Center is a skilled nursing facility and a member of Bon Secours Health System. Each year, Schervier Nursing Care Center hires approximately 100 new employees. When HR Coordinator Julianne Castellina joined the organization, the hiring process was entirely paper-based.

Posting requisitions was time-consuming. Job postings were first transferred on paper from managers to HR. Then the HR Coordinator had to re-type the job descriptions each time they were submitted to a job board. Once jobs were posted, applicants had to take time out of their work day and come into the facility to fill out paperwork. Managers frequently contacted HR, inquiring about the status of their open positions. The hiring process, from beginning to end, needed to be more efficient for everyone involved. Changes were necessary.

Schervier Nursing Care Center's parent organization, Bon Secours Health System, decided to take steps to streamline hiring for its facilities. It selected HealthcareSource Position Manager® for applicant tracking and Schervier Nursing Care Center began implementing a more automated approach to hiring.

## Improved Manager and Candidate Satisfaction

According to Castellina, one of the best aspects of Position Manager is the fact that everything related to hiring is located in one place online. This has improved the experience for every participant in the hiring process.

Managers now send requisitions electronically to HR and Castellina posts them using Position Manager. Since Schervier Nursing Care Center is part of a larger health system, its hiring process includes HR team members in several distributed locations within the Eastern United States. Schervier's recruiter, for example, is located in Virginia. With Position Manager, Castellina can immediately send new job postings to the recruiter who begins the search for candidates. Using an online applicant tracking system has significantly reduced the time from requisition approval to active recruiting of new talent. Castellina noted, "Our managers recognize that requisitions are posted much more quickly now than when we were passing pieces of paper around."

Another benefit for managers is greater visibility into the hiring process. In Position Manager, they can see exactly where each job posting stands. In addition, managers are notified electronically as promising candidates are identified. All the relevant information is available online, rather than in an easily misplaced sheaf of resumes. Everything is tracked, so both managers and HR can see when information about various candidates was distributed for review.



## About Schervier Nursing Care Center

**Location:** Riverdale, NY

**Overview:** Schervier Nursing Care Center is part of Bon Secours New York Health System, whose mission is to bring compassion to health care and to be “good help to those in need.” Bon Secours New York’s mission is carried out through the services and programs of Schervier Nursing Care Center, Schervier Short-Term Rehabilitation, Schervier Respite Care, Schervier Center for Alzheimer’s and Dementia Care, Schervier Home Care, Schervier Cardio/Pulmonary Sub-Acute Care, the Bon Secours Center for Research in Geriatric Care and the Schervier Apartments.

**Employees:** 534

**Number of Beds:** 364

**HealthcareSource Solutions:**  
Reference Assessment™  
Position Manager®

Online applications have also transformed the candidate experience. The process is straightforward — applicants log into Position Manager, complete the required information, and then send it to HR. Castellina said, “Before, candidates worried about taking time before work to come into the facility to fill out application forms. Now they can do it at midnight, if that fits their schedule, and they can complete the information at their own pace.”

### Dramatically Faster Onboarding

Once candidates are hired at Schervier Nursing Care Center, the onboarding process begins. Before implementing Position Manager, HR mailed onboarding forms to new hires, who then had to fill them out and hand carry them to the facility. Often new employees would forget the forms, and had to complete them when they arrived on the day of their physical. The onboarding process could take many days or even weeks to complete.

Castellina commented, “Position Manager has removed the barriers associated with onboarding and saves us so much time.” She sends electronic versions of the forms to new hires and the required fields are highlighted. As a result, it is clear what information must be completed and any confusion is eliminated. New employees can then send the completed forms back through Position Manager. Onboarding forms are usually returned within two days and it’s not uncommon to get completed documents back the same day from some new hires.

### Fully Integrated and Easy-To-Use

Unifying every aspect of the hiring process online has completely changed the way Schervier Nursing Care Center finds and hires new talent. Position Manager is integrated with the organization’s background screening and talent assessment systems, enabling the HR team to see all the relevant information about candidates in one central place.

Castellina believes one of Position Manager’s key differentiators is its ease-of-use. Candidates, managers, and HR have all found the system to be simple and intuitive. She said, “Position Manager is very straightforward to use and it’s also easy to train others. I trained our managers and they had no problem using the system.”

HealthcareSource’s client services team is also committed to helping customers whenever the need arises, whether it’s during implementation or months later. Castellina commented, “Our Customer Success Manager is wonderful. Anytime I have questions or need additional training, he is always there. Overall, I’ve had a very good experience working with HealthcareSource and using Position Manager.”



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#### About HealthcareSource

With more than 2,500 healthcare clients, HealthcareSource is the leading provider of talent management solutions for the healthcare industry. The HealthcareSource Quality Talent Suite™ helps healthcare organizations recruit, develop, and retain the best workforce possible in order to improve the patient and resident experience. The company’s cloud-based talent management solutions include applicant tracking, behavioral assessments, reference checking, employee performance, compensation, competency and learning management, and eLearning courseware. A private company focused exclusively on the healthcare industry, HealthcareSource consistently earns high marks for client satisfaction and retention. HealthcareSource has been regularly ranked as a leader by KLAS Research for Talent Management, in addition to recognition in Healthcare Informatics 100, Modern Healthcare’s “Healthcare’s Hottest,” Inc. 500/5000, Deloitte Technology Fast 500, and Becker’s “150 Great Places to Work in Healthcare” list.