



DATASHEET

Automate Your Reference Checking Process and Improve Hiring Results

If you've ever checked a candidate's references, you know the challenges with the phone-based approach: leaving messages, waiting for return calls, getting limited information like dates of employment, or hearing glowing praise that provides little insight—all while your hiring manager impatiently waits for you to “check the box”. But you also know skipping reference checks just isn't an option. Now there's an easier, faster, and more accurate way.

HealthcareSource Reference AssessmentSM is a predictive, online reference checking solution that makes checking references an easy and value-added step in your hiring process. This solution overcomes the traditional reference checking challenges on three levels: automation, accountability, and assessing a candidate's fit.

Automation—How It Works

Reference Assessment automates the process of contacting candidates and reference providers, and tracking their activity and responses. The communications process involves the following three steps.

1. Human Resources controls the process by using Reference Assessment to send a specially formatted email to the candidate.
2. The candidate clicks on a link in the email to go to Reference Assessment, and enters the email addresses of the reference providers to send a specially formatted message that engages them in the process.
3. Reference providers click on the link in their email which brings them into Reference Assessment to complete the survey. The provider is assured their confidentiality during the survey, which often promotes more candid survey responses regarding the candidate.

Shifting Accountability

Reference Assessment shifts the responsibility for soliciting references from the recruiter to the candidate. The candidate cannot see how providers scored them or what they wrote for comments, but candidates can see who has or has not participated and can send reminders to providers to keep the process moving along. Shifting responsibility to the candidate can provide another view to how they take ownership and handle accountability. Since HR still maintains ultimate control over the process, the recruiter can step in and help with email reminders or phone calls, or remain hands-off to use the process as another indicator of the candidate's commitment to the job opportunity.

Manager Candidate Report

Shirley Sullivan

Position: MedSurg_Nursing
 Time to complete: 9 minutes
 Email: shirley.sullivan@hotmail.com

High Potential

Overall Score: 4.5 / 5

Overview	Custom Questions and Answers	Hire / Rehire Score	Executive Summary	View References	Employment Verification	Reference Follow Up Questions™
This section highlights the core of the Reference Assessment. Candidate scores for competencies critical to success for this position. The Overall Reference Assessment score is a combination of the individual competency scores based upon their weighting. Expanding a competency provides detailed information comparing reference ratings and Manager/Peer aggregate ratings (where anonymity can be preserved while providing such information). The individual reference responses to each competency based question asked of references are also presented.						
Acting with Integrity High Potential Acts with integrity and upholds high standards of ethical conduct. Adheres to principles and values; is sincere and trustworthy.						
Getting Along High Potential Relates well to people from varied backgrounds; establishes and maintains good relationships with others. Shows understanding, respect, and empathy towards others. Works effectively and productively with people in a group or on a team.						



Assessing a Candidate's Fit

Reference Assessment leverages the behavioral science of HealthcareSource Staff AssessmentSM the leading behavioral assessment for healthcare used at over 900 hospitals to hire for fit. Reference Assessment will help to assess a candidate's fit based on benchmarks for sixty healthcare jobs in the following eight job families:

1. Entry-Level Service
2. Patient Care
3. Nursing
4. Administrative/Clerical
5. Technical-Professional: Clinical
6. Technical-Professional: Non-clinical
7. Leader
8. Physician

Source New Talent

The Sourcing module within Reference Assessment extends the value proposition of the solution beyond automation and prediction by increasing your recruitment brand and candidate pipeline with access to an entirely new talent pool.

Sourcing from Reference Assessment provides the opportunity for references to opt-in to be considered for job opportunities at your organization. References answer a short list of questions about their career intentions and timeframe, which generates their Hire Readiness IndicatorSM score based on current job satisfaction, allowing you to accurately prioritize recruiting efforts based on who's most likely to make a job move. Branded email templates and customizable reference thank you pages increase the likelihood of opt-in from references; meanwhile, the fully searchable database and automatic notifications of opted-in references ensures you can reach potential candidates quickly and easily.

The Results

Using Reference Assessment you can expect to:

- Save 80 to 90% of recruiters' time spent on traditional reference checking
- Improve response rates and quality of input from reference providers
- Provide hiring managers better insights on final candidates
- Develop a talent pool from reference providers who "opt-in" for future contact

Person / Title	Location	Contact	Reply Date	Job Search Status	Hire Readiness
<input type="checkbox"/> Chuck Stak Steak Engineer	Poughkeepsie	(123)456-7989 mkref08@savetheen...	June 2012	Active	70%
<input type="checkbox"/> Rick Danger General	Albany	(888)888-8888 maniacmikek@opton...	June 2012	Active	20%
<input type="checkbox"/> Johny Bravo Batman	Saratoga	(111)111-1111 mkref07@ftabil...	June 2012	Passive	45%

About HealthcareSource

With more than 2,300 healthcare clients, HealthcareSource is the leading provider of talent management solutions for the healthcare industry. The HealthcareSource Quality Talent SuiteSM 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. KLAS Research recently named HealthcareSource a category leader for Talent Management for the third consecutive year, 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.

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