

HERE'S WHAT OUR CUSTOMERS SAY:

“Having the best practice recruitment metrics from the LEAN Benchmark Study was instrumental in justifying the staffing level for our HR recruitment team. We have been able to right size our team and focus in on measuring what matters in our talent management supply chain.”

Julie Losen
Executive Director HR
OSF HealthCare

“The information provided was very informative and in line with HR leadership thinking. In the past we have discussed many of the issues reviewed but have never had the metrics to support our suspicions. The data tells the story.”

Lynn Ketch
Regional HR Director
INTEGRIS Health

“We have worked with Lean Human Capital over the last year to re-engineer and optimize processes which resulted in the restructure of our Employment Team. I appreciate everyone on the team’s professionalism, level of knowledge of lean principles, and methods to reduce waste and improve the hiring process. I have learned a lot about HR metrics and the benefits of doing things differently. I would not hesitate to recommend Lean Human Capital to anyone who is looking for a partner in improving their ROI with HR Services.”

Lori Halula
Director Talent Acquisition
Mission Health

For more information, contact the HealthcareSource team at: solutions@healthcaresource.com

Optimize Your Healthcare Recruiting Strategy, Achieve Organizational Goals

When setting out to accomplish strategic goals, there is one necessary resource that remains constant — your employees. To remain competitive, healthcare organizations across the country are putting an emphasis on increasing the effectiveness of their recruiting teams to attract and acquire top talent. In the competitive healthcare market, organizations want to compare key metrics like “time to fill” against other healthcare organizations in their state. Lean Human CapitalSM by HealthcareSource[®] is the leading expert on talent acquisition data, analytics, best practices, and education. We have worked with over 3,000 healthcare organizations to optimize recruitment and reduce costs.

RECRUITxSM by Lean Human Capital helps healthcare organizations reach recruiting excellence by:

- Providing a comprehensive analysis of current recruitment structure, processes, technology, and recruiting competencies
- Quantifying and measuring performance, benchmarked against industry averages and top performers
- Providing actionable recommendations for improvement
- Helping design and implement more effective sourcing strategies

By using RECRUITx to optimize recruitment, healthcare organizations are seeing how recruiting can help achieve strategic goals across all departments.

Taking a Pulse on Current Recruiting

RECRUITx provides a complete analysis of an organization’s current recruitment situation for an understanding of where improvements can be made, and what should be acted on first. During this discovery session, how organizations “do what they do” will be compared to best practices in the following key areas:

- Department structure
- Staffing process and systems workflow
- Recruitment technology
- Sourcing strategies

Using these findings, healthcare organizations are compared to organizations with similar characteristics (size, market, and other demographics), including processing forms and tools, candidate assessment and sourcing tools, socialmedia presence, search engine optimization and search engine marketing (SEO/SEM), and other sourcing methods. By benchmarking these key performance areas, actionable recommendations for improvement are able to be made.

Receive Actionable Recommendations

In order to cultivate continuous learning and improvement, RECRUITx members receive facilitation of Bi-Annual Voice of the Customer Assessments, including analysis against industry benchmark



data and performance improvement recommendations across three key customers. Customer surveys include Hiring Manager Assessment of Recruitment Team HMARTSM, New Hire Candidate Experience Assessment, and the Non-Hired Applicant Experience Assessment.

Once analysis is complete and recommendations are made regarding internal and external customer experience, healthcare organizations should also focus on key performance metrics in order to be successful. RECRUITx members achieve this success through participation in an annual Healthcare Recruitment Metrics Benchmark Study, which includes in-depth analysis comparing industry benchmark data with respect to cost, responsiveness, productivity, and process efficiency. Metrics include cost of hire, recruitment cost ratio, staff productivity, process efficiency, responsiveness, vacancy rates, and turnover rates.

Comparison of recruitment organization's performance against other leading healthcare providers is used to celebrate achievements, quantify ROI to key stakeholders, and identify constructive performance improvement opportunities.

Pragmatic Advisory Services

In order to ensure RECRUITx members are meeting their strategic goals for continuing success, frequent engagement is crucial. To engage recruiting teams, recruiters participate in continuous improvement sessions, utilize recruiting metrics to celebrate success, identify and develop performance improvement solutions, and quantify how the recruitment team has helped achieve strategic organizational initiatives.

These quarterly improvement sessions are critical for developing a fact-based management approach, and a culture passionate about performance improvement and lifelong learning.

EMBEDDING RECRUITx

Healthcare is a unique environment; it's 24/7 with highly-specialized and non-clinical employees in a variety of roles. As such, they have unique processes and requirements. HealthcareSource partners with your organization to embed the benefits of RECRUITx in your unique environment by:

- Creating a healthcare talent acquisition performance scorecard based on Lean principles and Voice of the Customer research
- Comparing your performance against healthcare peers nationwide and quantify your ROI to key executive leaders
- Ensuring you have the right organizational model to meet hiring demand, and the right people in the right seats on the bus
- Developing a staffing process that will turn hiring managers, new hires, and candidates into raving fans of your recruitment services
- Identifying cost effective recruitment technology and tools to be productive and efficient
- Teaching your recruitment staff how to find and recruit the industry's top talent
- Cut costs and invest wisely



Ongoing Access to Best Practice Resources

In addition to analysis, recommendations, and continuous advising, RECRUITx members are empowered to continuously improve their organizations through proactive initiative. Members are granted continuing access to a library of Best Practice information with respect to four key components crucial to recruiting success: Organizational Design and Strategy, Lean Staffing Process, Recruitment Technology (ATS, CRM, Analytics, and Candidate Assessment), and Candidate Sourcing strategies including SEO/SEM, recruitment advertising and social media, and deep Internet mining. For example, recruitment teams looking to reevaluate how they are leveraging current recruiting technology can access information on creative best practices employed by other healthcare organizations to more effectively leverage the comparable technology.

Celebrate Success

Collaborate, develop, publish, and present industry articles, case study webinars, and conference presentations to showcase your achievements from your recruitment transformation journey. The RECRUITx Community is comprised of forward thinking healthcare recruitment thought leaders who are passionate about developing and implementing innovative recruitment strategies successful in today's talent-driven marketplace. Members have access to both the recruitment intelligence gathered over the last 17 years and a suite of services required to develop a culture that's passionate about continuous improvement and are also encouraged to celebrate their own success by sharing their story.

Access Community Thought Leaders

RECRUITx members have access to other community members for confidential networking, sharing of best practices, innovation sessions and coffee chats, Q&A sessions, and unbiased advice from members regarding technology, tools, methodologies, and related information. This networking community develops relationships within the industry and grants members insights and collaboration invaluable to success. In addition to ongoing access to community thought leaders, RECRUITx members can also participate in a semi-annual Think Tank. This Think Tank is a collaboration of industry thought leaders on today's hottest topics in healthcare recruitment. Through a structured environment, peers develop tactical solutions for strategic initiatives, making all members in the RECRUITx community the beneficiaries of the Think Tank's results and analysis.



HealthcareSource®
Quality Talent. Quality Care.

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About HealthcareSource

With more than 3,000 healthcare clients, HealthcareSource is the leading provider of talent management solutions for the healthcare industry. The HealthcareSource Quality Talent Suite™ helps healthcare organizations build a Patient-Centered Workforce™ by selecting, aligning, continuously developing, and retaining highly-engaged people. The company's cloud-based platform of software, content, services and analytics includes applicant tracking, reference checking, behavioral and skills-based competency assessments, compensation analysis, performance and learning management, eLearning courseware, education and advisory services. 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.