

**IMPROVE ALL ASPECTS  
OF YOUR RECRUITING**

Lean Human Capital by HealthcareSource is designed to provide a comprehensive analysis and ultimately improve your organization's recruiting function. The three pronged approach, The Recruiter Academy, RecruitX, and the Core Recruiting Benchmark, analyzes all aspects of recruiting across your healthcare organization, develops your employees' knowledge base and recruiting competencies, and helps you implement custom recruitment strategies based on your organizational priorities and challenges.

## Recruitment Optimization

Employees are the single largest component of a healthcare organization's operating costs, a reflection of the workforce's importance in providing quality care and meeting a healthcare provider's strategic goals. The ability to quickly fill open positions with the right talent — as well as to anticipate needs and proactively set the stage for future recruitment — are crucial to the success of any healthcare organization. In a competitive healthcare market with high demand for talent and significant budgetary constraints, organizations across the country are putting greater emphasis on improving the effectiveness of their talent acquisition efforts to ensure that they have the right talent in place as quickly as possible.

Lean Human Capital by HealthcareSource<sup>®</sup> is the healthcare industry's leading expert on talent acquisition data and analytics, best practices, and education. We have worked with more than 850 healthcare organizations to optimize recruitment and reduce costs. Lean Human Capital Recruitment Optimization<sup>SM</sup> services take a comprehensive look at current recruitment processes, organizational structure, technology investments, and individual recruiter proficiencies, and then provide education and advice on how to implement industry best practices that will improve recruitment efforts and help your organization achieve those strategic goals.

The Recruitment Optimization solution set is comprised of several distinct service offerings: The Recruiter Academy<sup>SM</sup>, Lean Human Capital RecruitX<sup>SM</sup>, and the Lean Human Capital Core Recruiting Benchmark.

### Develop Your Recruiting Team with The Recruiter Academy

The Recruiter Academy is interactive, instructor-led training designed exclusively for healthcare recruiters and is delivered through 11 live, web-based sessions<sup>1</sup>. Each module utilizes participatory and active learning methods to help students absorb, retain, and apply the concepts and principles gradually over time. With Recruiter Academy, your team will come to understand what success means and learn to manage their time, facilitate collaboration across teams, and access and identify top talent.

The Recruiter Academy helps healthcare organizations develop their talent acquisition teams' recruiting competencies. Developing these competencies helps improve key recruiting metrics, like time-to-fill. Each recruitment competency is given specific, actionable mechanisms with which to empower recruiting teams to put principle into practice. Once all modules have been completed, the final session is dedicated to revisiting each topic to discuss best practices, improvements that have already been made, and creating plans for moving forward.

### Improve Your Recruiting Strategy, Structure, Processes, and Technology

RecruitX is a comprehensive advisory service that examines your recruiting operations and helps you make key improvements. RecruitX is comprised of two key modules: Discovery and Community.

Discovery delivers a comprehensive analysis of current recruitment structure, processes, technology, and recruiting competencies. A key element is to quantify and measure performance as benchmarked against industry averages and top performers. This is delivered via Lean Human Capital Talent Insights<sup>SM</sup> web portal and analytics platform. Performance is measured with more



Recruitment Optimization from HealthcareSource<sup>®</sup> has earned the exclusive endorsement of the American Hospital Association



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than 400 metrics that encompass the quantitative and qualitative KPIs strongly correlated with talent acquisition excellence, such as manager satisfaction, cost-of-hire, and time-to-fill. Lean Human Capital experts analyze your data and then present the results, so you know how you compare with your peers and can focus on improvement.

Once you have a complete understanding of your organization's current recruitment situation, we work with your team to begin the journey to recruitment excellence. We provide actionable recommendations for improvement, and help you design and implement more effective sourcing strategies.

Community is designed to ensure that RecruitX members are meeting their strategic goals for improvement through continuous engagement. It includes quarterly sessions during which an analysis of the client's performance benchmark is delivered. Clients also have ongoing access to that represent the best practices on resources on organizational design and strategy, lean staffing process, recruitment technology, and candidate sourcing strategies. RecruitX members also have access to other community members for confidential networking, sharing best practices, innovation sessions, online coffee chats, Q&A sessions, and unbiased advice. Through this networking community, you can develop relationships within the healthcare talent management industry with invaluable insights and collaboration opportunities.

### The Core Recruiting Benchmark

If the timing is not right to undergo a comprehensive analysis and optimization of your recruitment operation, but you would still like to understand where you stand with respect to the market and your peers, the Core Recruiting Benchmark offers a scaled back, analytics-driven approach. Leveraging the same technology platform and portal employed as a part of Discovery service within RecruitX, this cloud-based solution allows you to easily enter 40 data points — a significant subset of the more comprehensive benchmark — and see 22 metrics that address the performance dimensions of:

- **Quality of Hire:** as measured in new hire turnover
- **Responsiveness:** as measured with different time-to-fill metrics
- **Productivity:** defined through vacancy rates, positions filled, and openings per recruiter
- **Efficiency:** ratio of applications, applications routed to hiring manager, and offers to the number of positions filled

Upon validation, your data is displayed within the portal so you can see your KPIs and how they compare to industry norms. The benchmark solution also includes a personal advisory call with Lean Human Capital<sup>SM</sup> experts, to discuss your results, answer any questions you may have, and propose prospective plans of action for your consideration.