



CLIENT PROFILE

Superior product and client service brings Abrazo Health Care back to Position Manager®

Abrazo Health Care, part of Nashville-based Vanguard Health System, serves the metropolitan Phoenix community and is one of the largest health care organizations in Arizona. The system operates six hospitals as well as a physician medical group, two health plans, and several service-specific institutes and centers.

Back in 2003 when the regional system was first established, the Human Resources departments at each facility were given the authority to implement systems and processes independently. They would meet on a regular basis to discuss what was working, but they each had the power to choose and do what they felt was best for their facility. In late 2003, Sharon Chadwick, Director of Human Resources for Arrowhead Hospital, had just joined the organization and was overwhelmed by the manual applicant tracking process.

"Everything was paper," explains Chadwick. "We had drawers of applications and were constantly digging through stacks of paper to find people. It was totally inefficient, and I knew that I had to find a better way." Chadwick first heard about Position Manager from colleagues at other hospitals. And after she learned more about the product, the decision was easy.

Position Manager champions

"To be honest, we didn't even look at other vendors because Position Manager offered everything we were

looking for. It was just perfectly tailored to healthcare," said Chadwick. Within a couple of months, Arrowhead Hospital was up and running and Chadwick and her team were amazed at how quickly the organization adapted. "It was easy to use, easy for applicants to apply, and easy to run reports and track progress." They became champions of the solution internally and within no time, all of the other facilities had implemented Position Manager to automate their recruitment process.

The reporting tool was one of the most popular features among Chadwick's team. It allowed them to quickly find opportunities for improvement by providing key metrics — like time to fill, time to hire, and cost per hire per source. "I used it every day and could get all of this information with the click of a button," said Chadwick. "It was something I just took for granted — until it was gone."

The need to centralize recruitment

In early 2010, Vanguard decided that it was time to centralize recruitment and standardize systems across the organization. Carmen Hern, Talent Acquisition Manager for Abrazo Health Care, was hired to manage recruitment across the entire organization. She was also tasked with integrating six separate applicant tracking solutions into one. "Because each hospital was using its own system, there was very little consistency," explained Hern. "Hospitals had different job and department titles.



About Abrazo Health Care

Location: Phoenix, AZ

Specialties: Abrazo Health Care, part of Nashville-based Vanguard Health Systems, operates six hospitals including: Arrowhead Hospital, Maryvale Hospital, Paradise Valley Hospital, Phoenix Baptist Hospital, West Valley Hospital, and Arizona Heart Hospital. Abrazo also offers a physician medical group, two health plans, and several service-specific institutes and centers.

Mission: To help people achieve health for life. To create life-long relationships by changing the way health and healthcare is delivered in our communities.

Employees: 5,200

HealthcareSource Solutions: Position Manager, Onboarding



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And we were frustrating applicants. If they wanted to apply for the same position at three of our facilities, they had to visit three different websites and fill out three separate applications.”

Abrazo Health Care also needed a solution that could integrate seamlessly with their talent assessment tool. Hern initially approached HealthcareSource about bringing all of the hospitals’ systems into one database and integrating their talent assessment tool with Position Manager. At the time, HealthcareSource did not offer this capability, so the organization put out an RFP and eventually went with another applicant tracking system provider.

Major issues with new ATS

After only a few weeks of going live with the new applicant tracking system, they began seeing some major problems. “The system was unstable,” explained Hern. “It would log you out multiple times a day and we couldn’t print applications. In fact, most of the time they showed up blank.”

The HR teams at the hospitals were especially disappointed with the reporting tools, which didn’t provide the information they were used to getting from Position Manager. “I couldn’t get the reports that I had really come to rely on,” said Chadwick. “And I couldn’t get any detail on open positions and requisitions. I think we all went into Position Manager withdrawal.”

Abrazo tried to work with the new applicant tracking system vendor to make it better, but quickly realized that they weren’t getting the service and

attention they needed to be successful.

Switching back to Position Manager

In late 2010, they went back to HealthcareSource who now had the ability to integrate their talent assessment tool with Position Manager, and provide a centralized system for all hospitals.

The implementation process was fast-tracked — they started in November and went live in January. The implementation team worked tirelessly to clean up data and train HR managers. HealthcareSource also worked closely with the talent assessment vendor to create the best possible solution — ultimately going above and beyond the standard integration.

A seamless recruiting process

The result is a solution that everyone loves to use and a seamless process for applicants. HR posts positions on Position Manager, applicants apply, take the assessment, and the results are back within 24 hours. And the centralized reporting means that Hern can quickly get a snapshot of all of the activity that’s happening for any given job title.

“It’s made the entire organization more efficient. In fact, automating the process allowed us to save a ½ FTE who was manually entering test results before,” said Hern. She’s also happy to work once again with a vendor who makes client service a priority. “Everyone at HealthcareSource takes the time to listen to our needs and ideas. It’s easy to take that kind of service for granted until you don’t have it anymore.”

With over 1,500 healthcare facilities as clients, HealthcareSource® is the leading provider of talent management software for the healthcare industry. Through its software-as-a-service solutions, HealthcareSource helps healthcare organizations source, hire, assess and develop the best workforce possible in order to reduce costs and to improve patient satisfaction and safety. The company’s talent management solutions include applicant tracking, onboarding, performance management, behavioral assessments, physician recruiting, video interviewing and a leading healthcare job board. A private corporation, HealthcareSource focuses exclusively on the healthcare industry and consistently earns high marks for client satisfaction and retention.

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Position Manager is an easy to use Applicant Tracking system designed for healthcare.

- **Sourcing:** Easy management of job posting to popular job boards; Tools to proactively market available positions.
- **Application Management:** Online career portal for improved candidate experience and candidate volume; Includes pre-qualification screening and real time application status.
- **Hiring Process Management:** Automated requisitions, candidate ranking, searchable candidate database, HR and hiring manager collaboration, candidate communications for efficient and timely hiring processes.
- **Onboarding:** New hire documentation including compliance benefit and policy documents are pre-filled to expedite the new hire process using a secure on-line portal.
- **Recruiting Performance:** Dashboards comprehensive reports provide easy access to essential data to measure and manage hiring metrics, advertising spend, compliance reports and more.



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Quality Talent. Quality Care.™