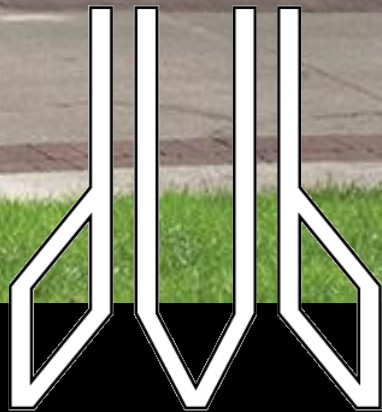




# CASE STUDY

800 BED FACILITY CUSTOM  
RPO SOLUTION



EXECUTIVE  
SOLUTIONS

### Background:

The HR Department of a large 700+ bed facility located in the Southeast outsourced all staff recruitment and new employee on-boarding to a custom model designed and implemented by the DVB management. In only nine months, the company's overall vacancy rate and contract labor usage were drastically reduced from the mid 20's to single digits.

### Program Design:

- DVB's management's objective was to create a model that would lower the existing cost of recruitment, while recruiting a greater number of employees into the facility.
- Two appealing factors involved in this large facility model included fixed-fee pricing, and the convenience of having a vendor partner manage all on-boarding of new employees and transfers.
- The new customized model streamlined the recruitment process by documenting and creating process flow charts of all the existing processes, recommending process improvements, implementing the necessary adjustments, and presenting the changes to management at all levels.

### Program Results:

- The custom solution eliminated the need for long-term contract labor at the facility that had been a lingering issue for more than seven years.
- Overall facility vacancy rates reached all-time lows.
- The vendors recruiting staff integrated seamlessly with the facility's HR staff, where they function as a unified team.
- One significant early success for the custom model was the elimination of more than 70 contractors embedded in core staff in the first seven months on-site.
- In year three of the engagement, less than four months after opening a new tower, the vendor's staff eliminated 50+ contract travelers brought in for the expansion.
- The program was in place for 15 years until the corporate office insourced Talent Acquisition.

### Client Feedback:

*"We were very excited about the bringing in DVB management to customize a model to manage our entire recruitment function. They replaced five FTE's on our payroll with four of their staff. Their staff were in our office as part of our HR team. They brought in new recruitment processes and technologies that significantly increased our hires. As a true vendor partner, they reduced contract labor costs by over \$4,500,000 in the first year. Their customer-oriented approach was a driving force in our relationship."* - **VP of HR**