



CASE STUDY

I 3 FACILITY DIVISION WIDE
RPO SOLUTION



Background:

One of the nation's leading healthcare providers, with a 13-facility division in Texas was facing a growing issue with unbudgeted contract labor and escalating vacancies in its clinical staff. With the highest amount of contract labor usage of any division in the organization, the division's senior leadership felt it necessary to seek alternative solutions to address the issue. With the outsourcing of all clinical staff recruitment to a custom model designed by DVB management, designed to eliminate contract labor by recruiting and retaining qualified FTEs to fill core staff positions.

Program Design:

- Due to the division's size and complexity, the program was designed to be implemented in three distinct phases.
- Hospitals were divided into groups based on their usage of contract labor and projected growth at each facility.
- The custom model streamlined the recruitment process by documenting the existing process, making necessary adjustments tailored to meet the needs of each facility, and presenting the changes to each hospital's leadership in unison with the HR department.
- Through the model the vendor partner hired mutually agreed upon personnel that would have been displaced by outsourcing, including 12 recruiters and 4 administrators (recruitment specialists).
- In addition, an onsite recruiting director and manager provided project management throughout the engagement.
- The model designed by DVB management assumed full-cycle recruitment throughout the enterprise, handling positions from requisition creation through onboarding, and finally transitioning new hires to facility HR personnel at orientation.
- All client processes and regulations were administered and executed by associated staff.

Program Results:

- More than 500 unbudgeted contract FTEs were eliminated with the deployment of the custom model.
- Over \$20 million in client documented savings in the first year.
- 94% open position fill rate within six months.
- Client's average cost per hire was significantly below the national average of \$4,047 (AHA, 2022) with a low of \$720 in year seven, as shown in the chart on the following page.
- Due to the initial clinical recruiting success, the vendor partner assumed responsibility for recruitment of both clinical and non-clinical staff after the first six months of the engagement.

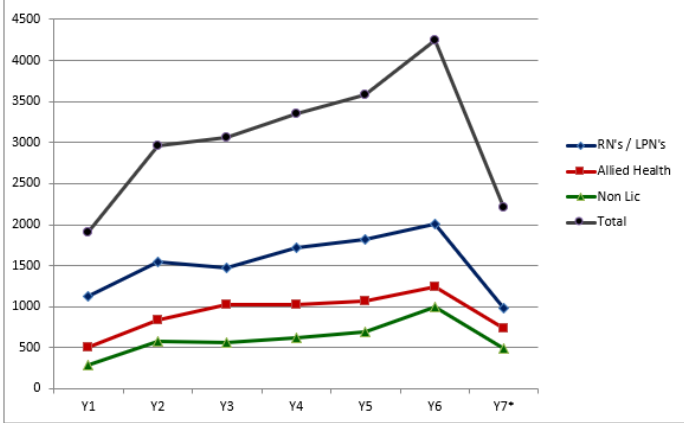
Client Feedback:

*"We began our partnership at the beginning of the year, and we were amazed at how smoothly they managed the transition. We implemented their program in 13 facilities employing a total of 12,500 employees. As a true vendor partner, they staffed those facilities with quality recruiters, and they did an exceptional job retaining those talented professionals. I found this to be an exceptionally customer focused solution delivered by DVB management that we considered a true partner in our effort to recruit and retain quality healthcare professionals." - **Division VP of HR***

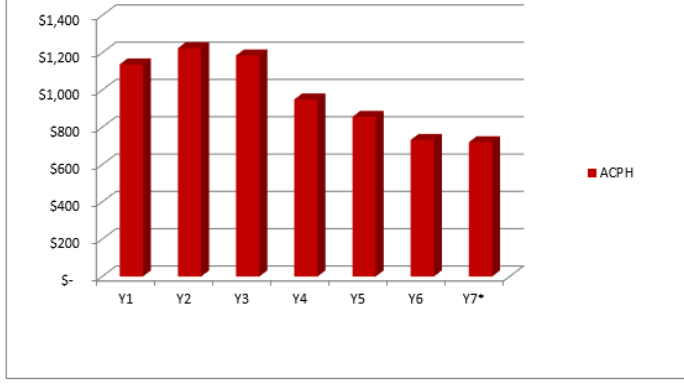
Case Study – 13 FACILITY DIVISION WIDE RPO SOLUTION

Results:

Placements by Group



Average Cost Per Hire



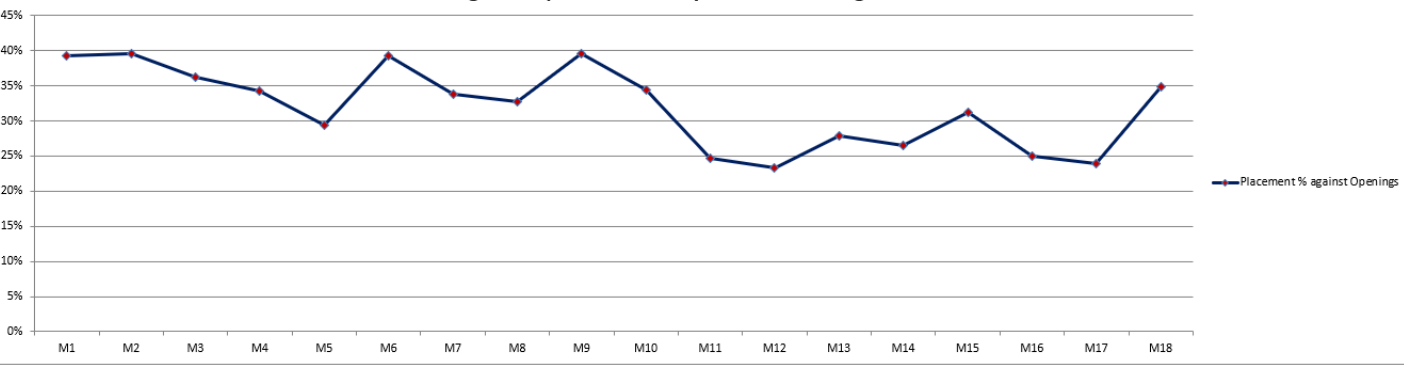
	Y1	Y2	Y3	Y4	Y5	Y6	Y7*
RN's / LPN's	1121	1544	1474	1714	1820	2012	984
Allied Health	501	839	1029	1029	1075	1237	736
Non Lic	289	583	562	615	686	993	494
Total	1911	2966	3065	3358	3581	4242	2214

	Y1	Y2	Y3	Y4	Y5	Y6	Y7*
ACPH	\$ 1,137	\$ 1,224	\$ 1,185	\$ 949	\$ 856	\$ 732	\$ 720

* Y7 reflects a 6 month window

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Placement % Against Open Positions By Month - Trailing 18 Months



	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M14	M15	M16	M17	M18
Openings	984	994	1012	993	1042	1015	1075	1097	1078	1096	1104	1080	1183	1253	1259	1385	1371	1404
Placements	387	394	367	340	306	398	363	427	377	273	251	330	332	393	342	342	327	490
Place / Openings	39%	40%	36%	34%	29%	39%	34%	40%	34%	25%	23%	28%	26%	31%	25%	25%	24%	35%

Average Placements -v- Openings per Month 32%

