

AMN RPO fulfills health system needs for diverse nursing candidates and streamlined recruitment process

CHRISTUS Spohn Health System in South Texas, a multi-hospital and clinic system, often has hundreds of open healthcare positions with limited recruitment resources. CHRISTUS Spohn Shoreline in Corpus Christi, the system's flagship hospital, had an immediate need to fill nursing vacancies with experienced registered nurses.

The Client's Challenge

With six hospitals, four clinics and more than 5,000 associates affiliated with CHRISTUS Spohn Health System, there are approximately 200 to 250 open requisitions at any given time. "That's why it helps to have a recruitment partner to help us find talent and also get the candidates through the system," said HR Generalist, Nina Campos. Most pressing among its workforce needs were registered nurses with mid-career experience.

"The AMN RPO team goes above and beyond to learn about our system and really makes an effort to understand what the managers were looking for. AMN is fully committed, and they deliver on what they promise."

Nina Campos, HR Generalist

CHRISTUS Spohn Health System is part of the large Catholic health system CHRISTUS Health, which has more than 60 hospitals and 175 clinics in seven states and Mexico. As a faith-based health system, CHRISTUS recruiters seek employees who are in accord with the system's culture.

The Partnership

CHRISTUS Spohn Health System sought a partner with deep domain expertise in healthcare; one

with nurse recruiting experience that could provide candidates who meet the career demographic and workplace culture objectives.

CHRISTUS Spohn Health System chose AMN in part, due to their very large and diverse pool of qualified RN's and a track record of successful healthcare RPO partnerships.

The Solution

AMN's experienced RPO team worked side-by-side with CHRISTUS recruitment and unit managers to become familiar with their culture and unique facility hiring needs. The AMN RPO team built a relationship of trust and commitment that served as a catalyst to successful and collaborative recruitment. Spending time at their flagship facility in Corpus Christi allowed AMN team members to better recount the attributes of CHRISTUS to potential candidates, allowing the team to find registered nurses who would thrive in their environment.

Finding good matches for CHRISTUS was important because the health system wanted to increase experience levels among its nursing workforce. "Ensuring the right fit for nurses is critical," Campos said. "It has to work, or you won't keep that person long. And retention is just as important as recruitment."

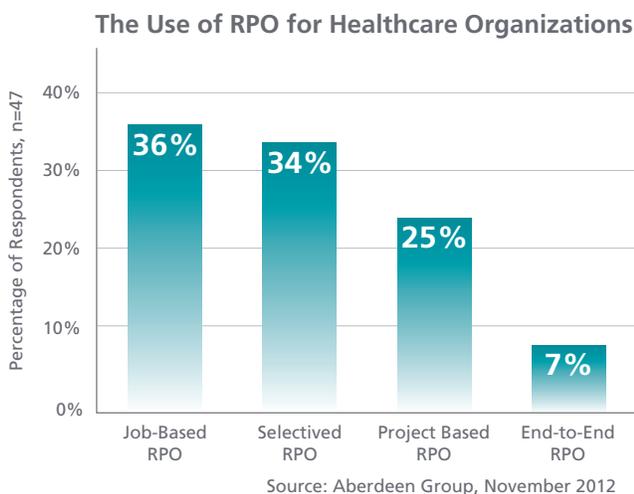
"When we're looking for candidates, we're not just looking for someone who has the skills," Campos said. "We strive to find candidates who truly embody our core values: dignity, integrity, compassion, excellence and stewardship. AMN provides *all* of this through our partnership."

The Results

AMN RPO triples the experience level of nurse hires and completes the projected hiring volume five months early.

- ▶ *CHRISTUS contracted with AMN to fill 75 permanent positions in 12 months. AMN did it in seven months. The caliber of candidates was so high that CHRISTUS requested AMN continue filling positions; AMN RPO ultimately filled a total of 128 RN positions in 12 months.*
- ▶ *The AMN RPO team accelerated the process of recruiting and placing high-quality candidates in open positions, reducing the time to fill for RN hires.*
- ▶ *Adding experienced RNs to their nursing units was important to CHRISTUS. Prior to the partnership, nurses at CHRISTUS Spohn Shoreline averaged 5 years of experience, partially due to new graduate hiring practices. AMN RPO increased that average. The AMN hires averaged 15 years.*

After the initial one-year contract ended, CHRISTUS continued the partnership.



Summary

Challenge

The CHRISTUS Health flagship hospital had an urgent need for experienced nurses. With hundreds of requisitions at any given time, their small recruitment team needed a recruitment partner they could trust.

Partnership

CHRISTUS Spohn partnered with AMN RPO to place 75 RNs. AMN did it in seven months.

Solution

The experienced AMN RPO team joined CHRISTUS to recruit quality candidates, providing a streamlined process that produced candidates who met CHRISTUS' exact needs.

Results

AMN RPO filled a total of 128 nursing positions during the partnership's first year and raised the hospital's average nursing experience by 10 years while decreasing their average time to fill. Pleased with the results, CHRISTUS Spohn Health System renewed the AMN RPO contract.

To learn more about AMN Healthcare's Recruitment Process Outsourcing, call (866) 660-2373 or e-mail at RPO@amnhealthcare.com



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