

AMN RPO teams allows health system to focus on major expansion

Nemours, a leading pediatric health system with children's hospitals and clinics in Delaware, New Jersey, Pennsylvania and Florida, needed to find a staffing partner to completely handle recruitment of clinical and non-clinical positions at a high-volume clinic during a major expansion. The company partnered with AMN Healthcare, healthcare's workforce innovator.

The Challenge

Nemours offers both clinic-based and hospital-based care for children, and it's well-known for its nursing excellence. Nemours/Alfred I. duPont Hospital for Children received the prestigious Magnet designation from the American Nurses Credentialing Center in November 2012 for its nursing professionalism, teamwork and superiority in patient care. The healthcare system serves approximately 250,000 children.

The healthcare system had primarily been using internal recruiters for staffing its Jacksonville Specialty Clinic, where turnover was fairly low. But Nemours was preparing to open their new children's hospital in Orlando, FL, while simultaneously recruiting heavily in the Delaware Valley. The system's talent managers needed to concentrate efforts on staffing those facilities while still maintaining any hiring needed at Jacksonville

The Partnership

Nemours decided its Jacksonville clinic needed a dedicated recruitment team, which would allow the health system to focus attention on its other pressing workforce demands. The concept of a dedicated team that could respond quickly was very important to clinical managers. Given the increased hiring needs at Nemours, they decided to partner with a RPO firm that would effectively function as part of its own team. The staffing partner would manage all recruitment needs at the Jacksonville location, including nurses, allied staff, non-clinical, and management positions.

"I knew we needed to go ahead and outsource that relationship," said Nemours talent acquisition manager Melissa Beckler. "And I found that partner in AMN Healthcare."

Melissa Beckler, Nemours Talent Acquisition Manager

The Solution

The AMN Recruitment Process Outsourcing (RPO) team immediately visited the Jacksonville facility to meet and integrate with managers and staff. AMN's dedicated RPO team began recruiting and screening high-quality candidates for each position. Then they would present the top candidates to managers, eliminating the time-consuming processes that otherwise would divert attention from operational needs and patient care.

The RPO team not only used AMN's robust database of nursing and allied staff candidates, but also employed innovative recruitment strategies that included utilization of social media such as Twitter, LinkedIn and Facebook, plus traditional outreach through community job fairs, and job boards.

Advanced screening techniques ensured that the AMN RPO team presented only very qualified candidates who matched up well with the needs of clinic management. Nemours managers were pleased with the speed of communication with the AMN recruiters, who also provided weekly metrics and reporting. A relationship of trust quickly developed.

"Our managers really embraced the RPO process because we partnered with a dedicated recruitment team," Beckler said. "That was key. It was a very good working relationship."

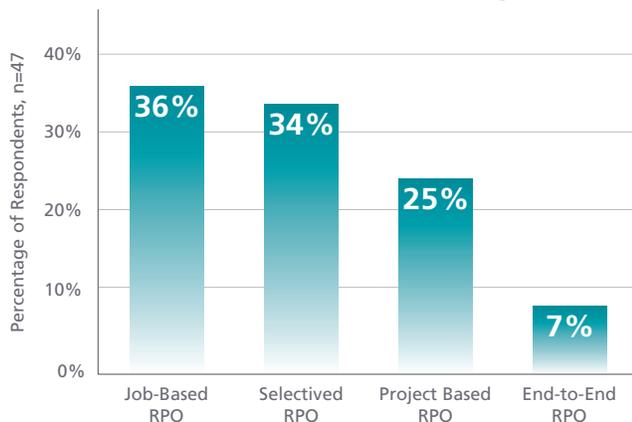
Melissa Beckler, Nemours Talent Acquisition Manager

The Results

AMN Healthcare met and exceeded the client's expectations.

- ▶ *Nemours contracted with AMN to fill 20 positions in 12 months. AMN did it in 3 months. The positions were filled so quickly and the caliber of candidates was so high that Nemours requested AMN continue filling positions; AMN RPO ultimately filled a total of 120 positions during the first 12 months of this partnership and the clinic was fully staffed for the first time in many years.*
- ▶ *Nemours internal recruitment staff was able to focus their efforts on staffing the new children's hospital in Orlando and other facilities because the AMN RPO team effectively took over all recruitment and screening at the Jacksonville clinic.*
- ▶ *Nemours renewed the agreement with AMN RPO and the partnership continues.*

The Use of RPO for Healthcare Organizations



Source: Aberdeen Group, November 2012

Summary

Challenge

Nemours, a large East Coast children's health system, was opening a new children's hospital in Orlando, FL, and needed to focus hiring efforts there. But its busy clinic in Jacksonville, FL, still needed support for recruitment and placement of nurses, allied staff, non-clinical, and management.

Partnership

Nemours leadership sought an experienced healthcare recruiting partner to handle all the clinic's hiring needs. AMN Healthcare's RPO was selected.

Solution

The AMN RPO team quickly integrated with Jacksonville's hiring processes, immediately implementing their recruitment and marketing strategies ranging from AMN's robust clinical database to social media and extensive outreach to recruit and place staff ranging from receptionists to physician assistants.

Results

Nemours contracted with AMN to fill 20 positions in 12 months. AMN did it in 3 months. The positions were filled so quickly and the caliber of candidates was so high that Nemours requested AMN continue filling positions; AMN RPO ultimately filled a total of 120 positions during the first 12 months of this partnership and the clinic was fully staffed for the first time in many years. Nemours was able to effectively focus its own recruitment resources on the new children's hospital.

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



We've earned
The Joint Commission's
Gold Seal of Approval™