



HEALTHCARE SYSTEM FILLS TALENT NEEDS, CONTROLS COSTS WITH MANAGED SERVICES

MEETING DEMAND FOR HIGH QUALITY HEALTHCARE TALENT ACROSS LOCATIONS

The COVID-19 pandemic has highlighted two key talent management priorities moving forward: ensuring that the right people are in place and building sufficient flexibility to address emerging challenges. Today's health systems require a diverse workforce with an ever-growing array of skills, specialties and experience. The healthcare talent environment, as with healthcare itself, is growing in complexity and evolving rapidly. An agile workforce has become essential in the current healthcare environment.

Like many organizations in the healthcare industry, this large health system, with more than a dozen locations across New England, sought contingent talent to quickly step into crucial roles, while converting top performers into full-time hires. Finding that top-tier talent, however, was challenging. Clinicians at this system needed to be of the highest quality, which limited the talent pool. While candidates are typically sourced from outside the area, the local cost of living and the pandemic provided barriers to getting top clinical talent.

Although the healthcare system had worked with partners in the past to help supply clinical talent, it lacked visibility into how budget was being spent on procuring that talent. Recognizing the opportunity to further streamline its contingent talent strategy, the system sought ways to create greater visibility, deliver cost savings and ultimately find and onboard top talent more quickly.

The challenges facing this healthcare system were addressed by Managed Services programs for clinical roles from [AMN Healthcare](#) and non-clinical roles from [Randstad Sourceright](#), which enabled the system to find, hire and onboard contingent talent in a consistent and compliant way.

FIRST HALF 2020 RESULTS

CLINICAL ROLES

Time to fill:
From 30 to 11 days

Days to start:
From 71 to 34 days

NON-CLINICAL ROLES

Time to fill:
From 21 to 16 days

Fill rate:
99%

Cost savings:
\$1.18M

With a Managed Services model, there is greater standardization and consistency for hiring managers, as well as more consideration about how talent is most efficiently utilized across the system's various locations. The result is enhanced processes for engaging contingent clinical, as well as non-clinical, talent.

For clinical roles, AMN's Managed Services program also helped secure needed staff despite multiple challenges caused by the pandemic. Faster and safer clinical team training and onboarding conducted virtually was completed within a week, cutting down substantially on the typical 24-30 days to become fully compliant. And time to working on the hospital unit floor was dramatically faster.

With Randstad Sourceright's [Talent Radar market intelligence tool](#), the healthcare system benefited from detailed insights into talent availability and competitive rates for non-clinical roles. These insights were pulled from live healthcare talent marketplace data to power real-time decisions. While it was challenging to attract people to work in large cities during a pandemic, Randstad Sourceright's tool helped get non-clinical talent ready for remote work quickly.

REDUCING TIME TO FILL WHILE SAVING COST

By shifting its clinical and non-clinical contingent talent strategies, the healthcare organization benefited from greater compliance and reduced risk. It also provided simple processes for hiring managers to get the talent they needed, eliminating confusion.

For clinical roles, the company benefited from access to more talent, leveraging 65 vendors under AMN Healthcare's Managed Services. In the first six months of 2020, the healthcare system reduced time to fill for clinical roles from 30 days to just 11 days. The average number of days to start decreased from 71 to 34 over the same period.

In addition, the program fill rate significantly increased from 78% to 93%. Despite the uncertainties brought on by the pandemic, the healthcare system expects continued improvement in key metrics over the long term.

On the non-clinical side, the integrated MSP from Randstad Sourceright decreased time to fill from 21 days to 16 days over the same period. While achieving a 99% fill rate and a 93% retention rate, the system converted nearly 20% of its contractors to full-time employees, highlighting the candidate-matching skills of this total talent solution.

The system also expanded its diversity and inclusion strategy with the support of the integrated MSP. The organization achieved a nearly 50/50 gender split in placements by increasing the use of diverse suppliers and placing job ads on diversity career sites.

In addition to enhancing visibility and creating more centralized processes for its leaders, the integrated MSP achieved cost savings of \$1.18 million in the first half of 2020, and has expanded its contract to hire more contractors.

CONCLUSION

Building on the successes this Managed Services model has produced, AMN Healthcare and Randstad have now partnered to deliver a new model of healthcare talent management — a single, integrated total workforce solution that addresses today's broad and diverse needs. Health systems of all sizes benefit from a total talent solution that embodies each company's deep expertise in acquiring, managing and optimizing your most important asset - your people.

FOR MORE INFORMATION on how Integrated Talent Solutions from AMN Healthcare + Randstad can help you gain better visibility, streamline processes and speed the hiring process, please visit the [Integrated Talent Solutions](#) web page, or email us at client.services@amnhealthcare.com.