

## Solving a leading pharmacy chain's seasonal recruitment challenges

One of the largest U.S. pharmacy chains needed to resolve its annual problem of recruiting an adequate force of qualified pharmacy technicians to meet increased seasonal demand. AMN Healthcare was brought in to provide workforce solutions.

### The Challenge

A recognized leader in the retail pharmacy business, the client provides pharmacy services in more than 7,000 pharmacies across the nation and employs over 20,000 trained pharmacists. The client faced the challenge of quickly ramping up the hiring of quality pharmacy technicians to fill seasonal demand.

Because of the cyclical nature of the pharmacy business, specifically the increased demand for staff during winter months, the client had a need to recruit, train and place a large volume of pharmacy technicians nationwide, and repeat this process annually. The cycle of recruitment to meet seasonal demand was cumbersome, time-consuming and expensive, and detracted from the client's primary missions of customer and pharmacy services. In addition, the client was anticipating signing two large clients, requiring a substantial increase in pharmacy services and staff.

### The Partnership

Seeking to outsource seasonal recruitment, the client determined it needed an experienced healthcare recruiting partner to establish a reliable process that would quickly fill seasonal openings with well-trained pharmacy technicians. The workplace settings varied from large facilities serving mail-order customers to smaller specialty operations and community drug stores. The client's requirements included working with a recruitment partner experienced in the healthcare industry, with an established recruitment model and a supply of quality candidates significantly larger than the client could access on its own.

The client chose AMN Healthcare's Recruitment Process Outsourcing (RPO), due in part to its high leader satisfaction scores, robust reporting and metrics capabilities, well-established recruitment experience and the largest pool of available allied health workers in the country.

### The Solution

The AMN RPO team developed a customized workforce solution, beginning with site visits at multiple client workplaces, observing the pharmacies in action, customer service practices and all the details of the daily work of the client's pharmacy technicians. The AMN RPO team's observations indicated a need for different levels of customer service dependent on variables such as the type of technology in use and the variety of settings, and also that job requirements varied for a pharmacy technician in a mail order setting compared to a retail setting.

The AMN RPO team then tapped into sources of quality candidates that are unmatched in the healthcare staffing industry. To begin, the team utilized AMN Healthcare's extensive database of healthcare staffing candidates. But team members went beyond database searches, seeking for potential candidates through tools including social media and an aggressive program of direct contacts with potential clients. A large percentage of candidates presented to the pharmacy chain came from outside the databases of both partners. As a result, the AMN RPO team was able to supply the client with a volume, quality and diversity of candidates that went beyond the client's expectations.

In addition, the AMN RPO team provided thorough screening of candidates that assured the quality of all potential hires, so that managers did not have to waste time reviewing any candidates who turned out to be unsuitable. Timeliness was important to the client; that requirement was accomplished purely

# CASE STUDY



through energetic and effective work by the RPO team. An internal survey conducted by the client about the recruitment work produced very high scores for the AMN RPO team.

The AMN RPO team also developed very detailed, high-quality metrics and reporting for the client, and conducted hour-long weekly sessions to inform managers about recruiting progress, as well as being constantly available to provide information and assistance on the process. All of these solutions were accomplished within the time frame required by the client.

For the client, the partnership with AMN Healthcare dramatically reduced the complex and time-consuming task of meeting seasonal pharmacy technician staffing needs, removing a major yearly burden on internal recruiting resources. With the recruitment and placement of this workforce segment handled by an expert partner, the client could focus on its core business operations and the increased volume of retail business during the winter months. The partnership demonstrated the benefits of working with a healthcare RPO partner to solve a burdensome recruitment and placement challenge.

## The Results

The AMN RPO team quickly filled 100 pharmacy technician positions from the original request, and 300 additional positions subsequently requested. For all the positions, pharmacy technicians were recruited and placed within five months. The client stated that human resources and pharmacy managers were very satisfied with the fill rate, overall level of technician experience, candidates' technical and customer service skills and timeliness in meeting hiring deadlines.

A second three-year contract for RPO services was executed between the client and AMN Healthcare to deliver approximately 1,000 pharmacy technicians annually.

## Summary

### Challenge

One of the largest U.S. pharmacy chains needed to resolve its annual problem of recruiting an adequate seasonal workforce of qualified pharmacy technicians to meet increased winter demand.

### Partnership

Company leadership decided to seek an experienced healthcare recruiting partner to establish a reliable process that would quickly fill the openings with well-trained pharmacy technicians. AMN Healthcare's Recruitment Process Outsourcing (RPO) was chosen.

### Solution

The AMN RPO team developed a customized workforce solution, beginning with site visits at multiple client workplaces. Tapping its extensive database of candidates and multiple recruitment tools, the AMN RPO team provided the volume, quality and diversity of workers and the timeliness that the client needed.

### Results

AMN RPO quickly filled 100 pharmacy technician positions from the original request, and 300 additional positions subsequently requested. A second three-year contract for RPO services was executed between the client and AMN Healthcare to deliver approximately 1,000 seasonal pharmacy technicians annually.

---

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

---



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