

## RPO Teams Allow Health System to Focus on Major Expansion

A leading pediatric health system with children's hospitals and clinics on the East Coast offers both clinic-based and hospital-based care for children. It is also well known for its nursing excellence. The healthcare system serves approximately 250,000 children.

### Challenge

This pediatric health system needed support to recruit clinical and non-clinical positions at one of its busy, high-volume clinics during a major expansion. The healthcare system had primarily used internal recruiters for staffing in one of its specialty clinics, where turnover was fairly low. The health system was preparing to open a new children's hospital in the Southeast while simultaneously recruiting heavily in other locations.

### Partner assessment

The health system decided that its busy, high-volume clinic needed a dedicated recruiter, which would allow the health system to focus on its other workforce demands. Clinical managers wanted a recruitment team that could respond quickly to the increased hiring needs. They decided to forge a partnership with an outside Recruitment Process Outsourcing (RPO) firm that would function as a member of the health system's team. The staffing partner would manage all recruiting needs at the facility, including nurses, allied staff, non-clinical and management positions. The health system chose AMN Healthcare as its partner.

"I knew we needed to go ahead and outsource that relationship," said the health system's talent acquisition manager. "And I found that partner in AMN Healthcare."

### Solution implemented

The AMN RPO team met with managers and staff on a tour of the facility. Immediately, the AMN RPO team began recruiting and screening high-quality candidates for each position. Then they presented the top candidates to managers, eliminating a time-consuming process that diverts attention from operational needs and patient care.

The RPO team not only used the AMN database of nursing and allied staff candidates, but also employed innovative recruitment strategies, including using social media such as Twitter, LinkedIn, and Facebook. These were coupled with traditional outreach through community job fairs and job boards.

Using advanced screening techniques, the AMN RPO team presented best-qualified candidates who matched well with the clinic management's needs. AMN recruiters provided weekly metrics and reporting to the clinic's managers, thus creating a collaborative relationship.

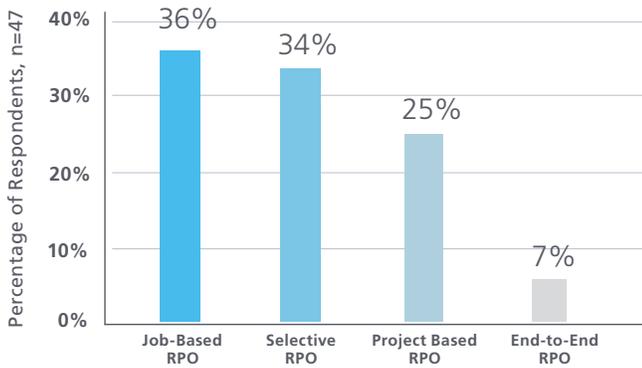
"Our managers really embraced the RPO process because we partnered with a dedicated recruitment team," said the health system's talent acquisition manager. "That was key. It was a very good working relationship."

## Results

AMN Healthcare filled the needed positions in a quarter of the time allocated, allowing staff the time to focus on the hospital's expansion needs.

- The health system contracted with AMN to fill 20 positions in 12 months. AMN did it in three months. The positions were filled so quickly, and the caliber of candidates was so high, that the health system requested that 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 years.
- The health system's internal recruitment staff was able to focus their efforts on staffing the new children's hospital in the Southeast and other facilities, because the AMN RPO team took over all recruitment and screening at one of their busiest clinics.

## The Use of RPO for Healthcare Organizations



Source: Aberdeen Group, November 2012

## Summary

### Challenge

A large East Coast children's health system was opening a new children's hospital in the Southeast and needed to focus internal hiring efforts there. But one of its busy clinics still needed support recruiting and placing nurses, allied staff, non-clinical staff and management.

### Partnership

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

### Solution

The AMN RPO team quickly integrated with the busy clinic's hiring processes, immediately implementing a wide variety of recruitment and marketing strategies to recruit and place staff ranging from receptionists to physician assistants.

### Results

AMN RPO filled a total of 120 positions for the health system during the first 12 months of their partnership. The clinic was fully staffed for the first time in years, and was able to focus its own recruitment resources on the new children's hospital.

To learn more about AMN RPO, call **(866) 437-5815** or visit [AMNHealthcare.com/rpo](http://AMNHealthcare.com/rpo)



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



Workforce Solutions—MSP

