



Today's Healthcare Workforce

Growing Challenges & Creative Solutions

Introductions

Janet Elkin

- ◆ President and CEO, Supplemental Health Care

Tanya Tesseyman

- ◆ Vice President, RPO Division, Supplemental Health Care

Agenda

- 2014 Workforce Dynamics
 - ◆ Major forces impacting today's healthcare workforce
- Thinking Outside the Hiring Box
 - ◆ Creative approaches to workforce solutions
- Case Study: Recruitment Process Outsourcing
 - ◆ Making a Difference at a Texas Hospital



2014 Workforce Dynamics

Major forces impacting today's healthcare workforce

It's a Numbers Game

More People, More Need



2020 Population Projection: 334,000,00

Cumulative Population Increase: 16,000,000

The Aging of America

Increase in Age 65+ Population

33%

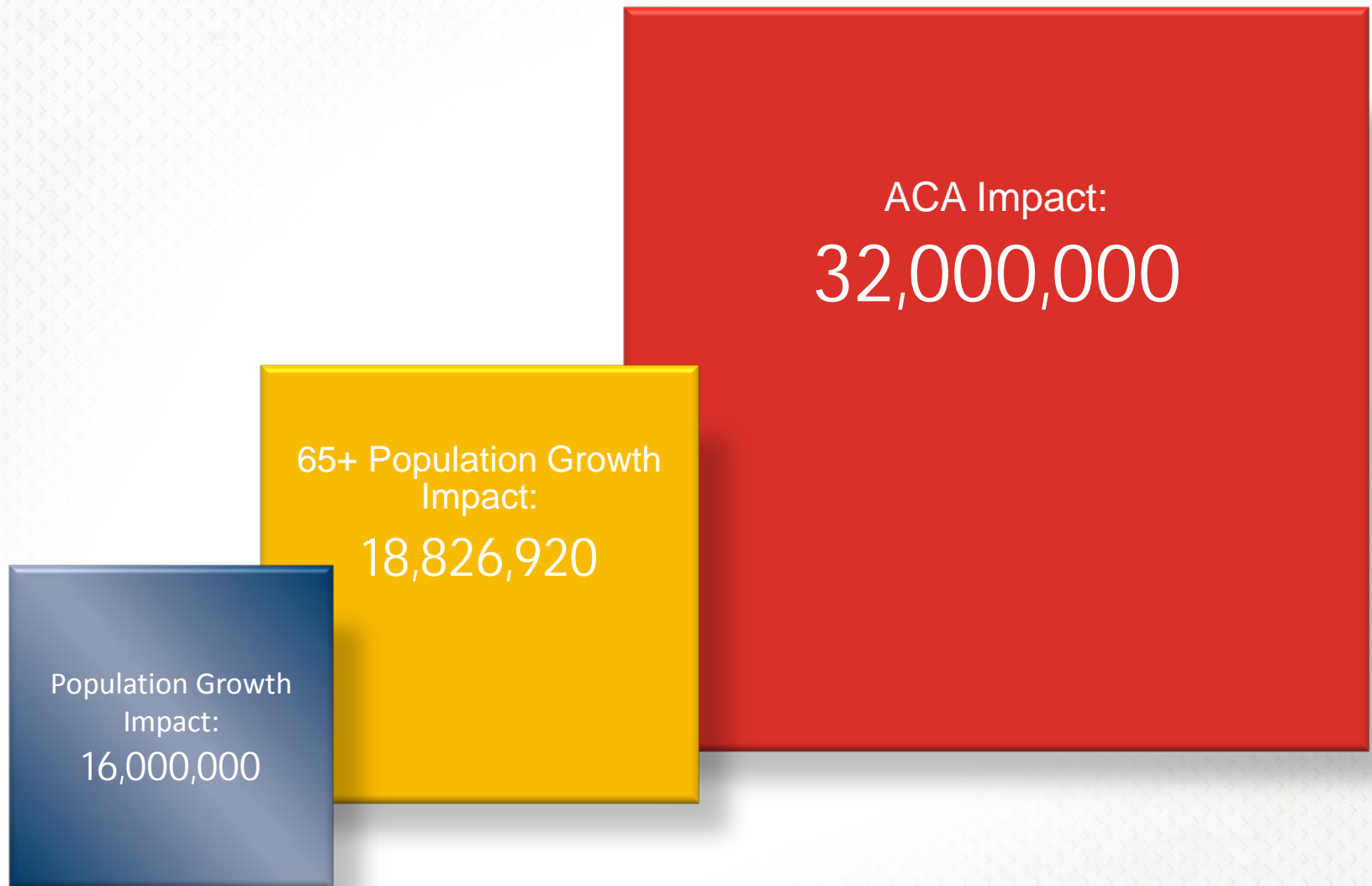
Increase 2010 to 2020

Age 65+ Use up to

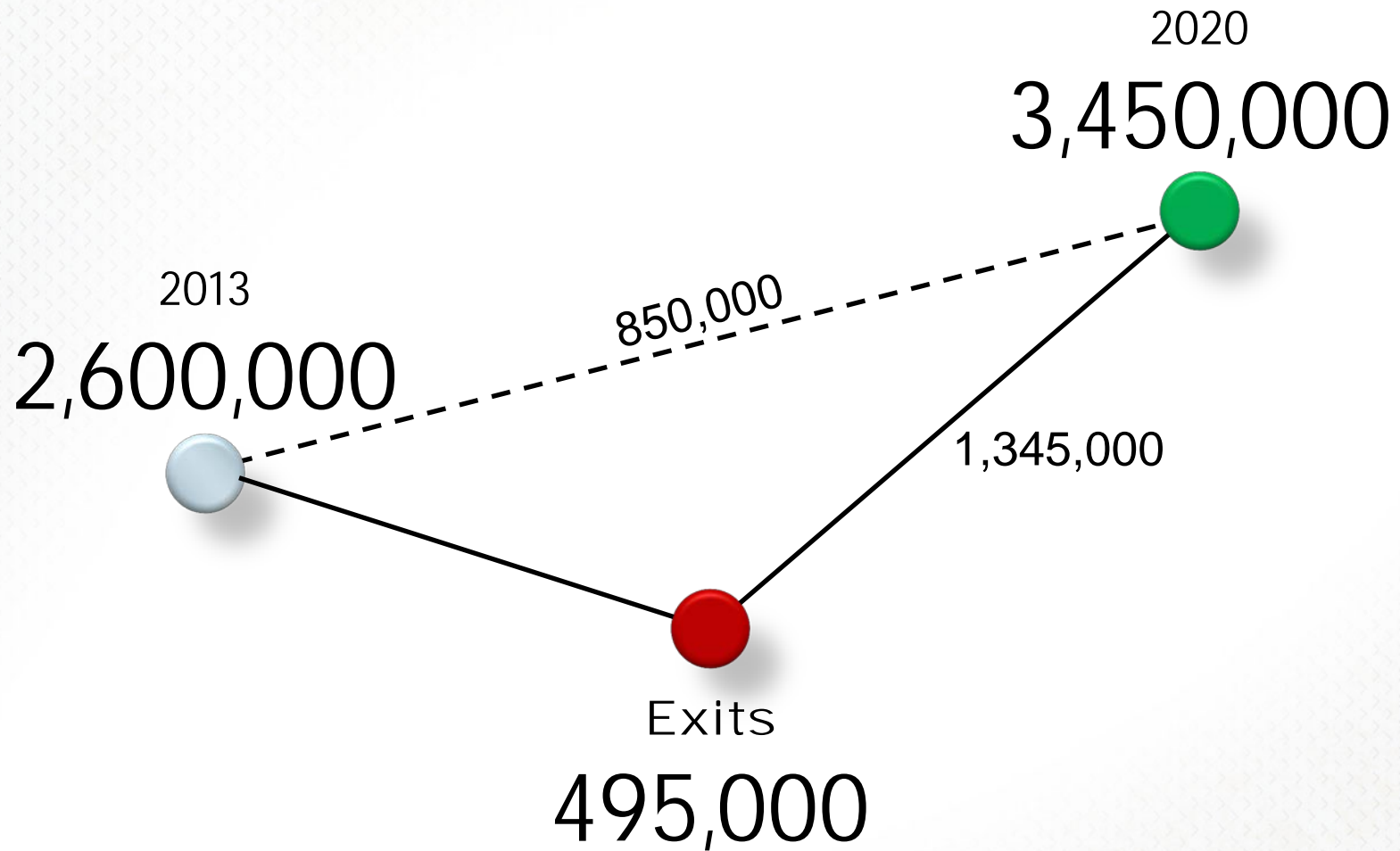
40%

More Healthcare Services

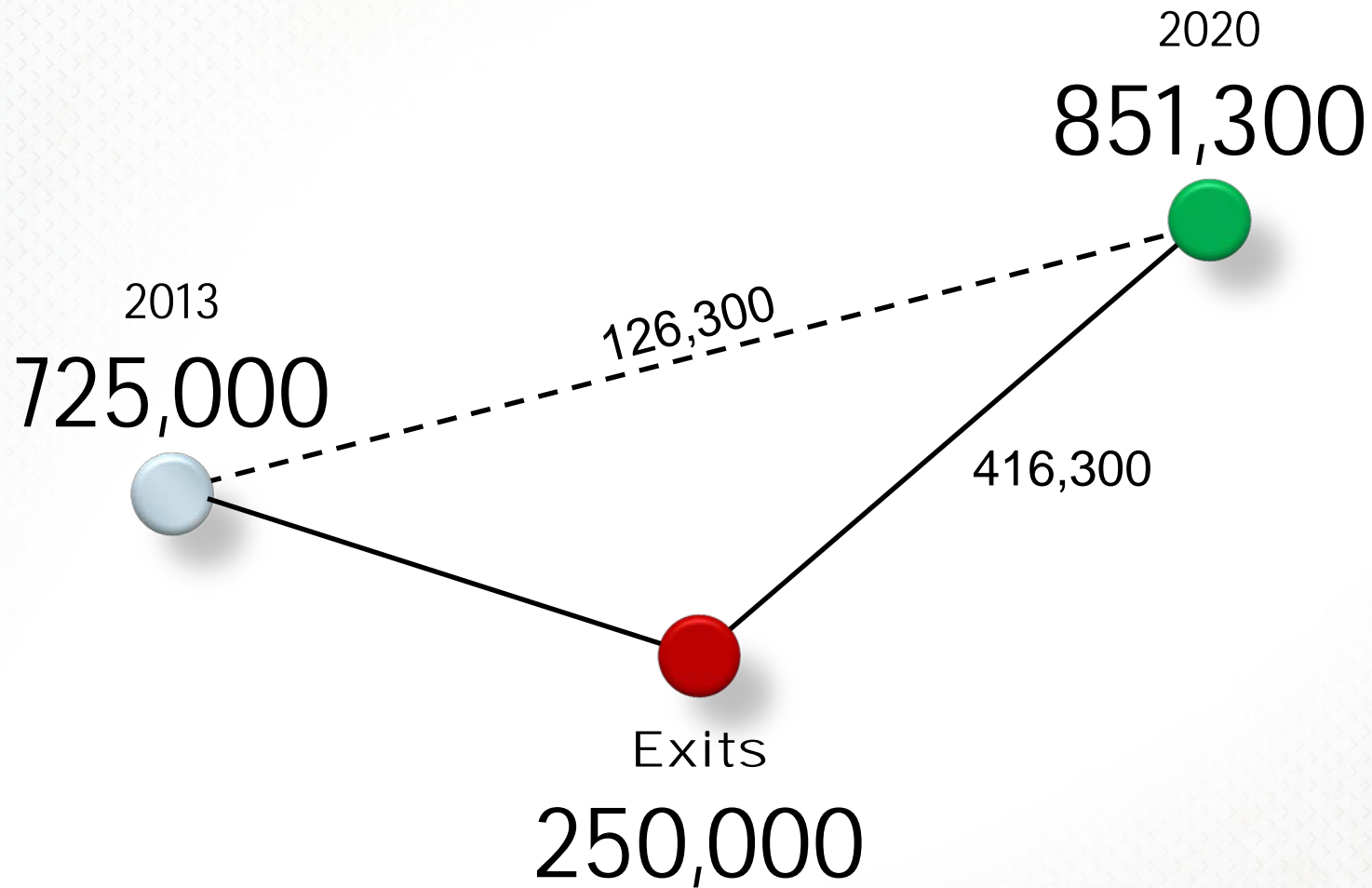
ACA Impact



Nursing by the Numbers



Physicians by the Numbers

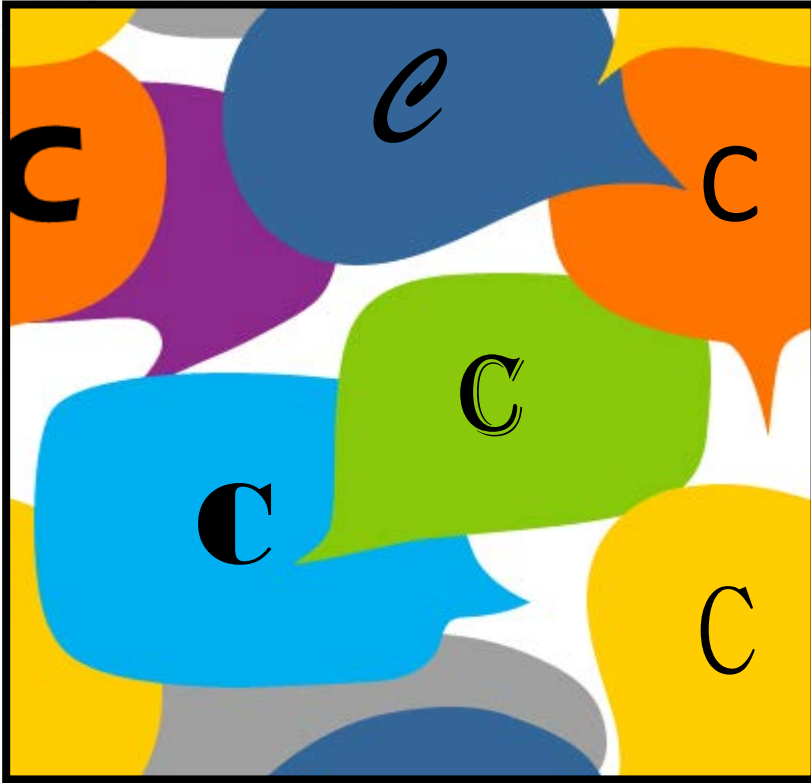




Thinking Outside the Hiring Box

Creative approaches to workforce solutions

New Perspectives & Changing Conversations



Coverage

Care

Cost

Emerging Workforce Strategies



Float Pool Management
Managed Services Provider
Recruitment Process Outsourcing

People • Process • Technology / Single Point of Contact

Emerging Workforce Strategies



Float Pool Management

- Manage internal and external resource pool
- Free up external resources from manual scheduling

People • Process • Technology / Single Point of Contact

Emerging Workforce Strategies



Managed Services Provider

- Vendor management for staffing vendors
- Typically facilitated by a VMS technology

People • Process • Technology / Single Point of Contact

Emerging Workforce Strategies



Recruitment Process Outsourcing

- Focus exclusively on full time hiring
- Partial or full process scope

People • Process • Technology / Single Point of Contact



Recruitment Process Outsourcing

Making a Difference at a Level I Trauma Center

Case Study – Texas Public Hospital

CLIENT SITUATION

- Large public “safety-net” county hospital
- Ineffective recruiting and hiring processes and technology
- Hundreds of open clinical and non-clinical positions

OUR SOLUTION

- Implemented a system-wide, end-to-end RPO Program
- Dedicated on-site support team for account management, candidate coordination and daily interaction
- Implemented extensive recruiting campaign
- Established integrated technology support platform across multiple ATS
- Worked with hospital personnel to streamline hiring process

PROGRAM RESULTS

Program went live 2 weeks after contract execution and received following first-year results:

- 500 hired (and counting) – hires included clinical and non-clinical skill sets
- 75% reduction in temporary labor spend
- 65% reduction in cost-per-hire vs. traditional placement services
- Improved hiring processes have reduced average time to hire by over 50%
- Customized reporting based on program goals

Questions & Discussion