

Case Study

CLOSE CLIENT RELATIONSHIP HELPS PREPARE FOR STAFFING NEEDS

FocusOne Solutions, a Medical Solutions company, was informed by their client, a large healthcare system in Illinois with 147 locations including 14 acute care and critical access hospitals, that they were going to adopt a new staffing model based on census to help them better determine the location of their staffing needs.

Due to the close partnership FocusOne had built with the client over the years, as well as having a heads up about the new staffing model and noticing trends based on their quarterly data reports, FocusOne was prepared to step in and help the client with their increased need and utilization for contract hires.



CHALLENGE

- Client implemented new staffing model to better keep up with census at 147 facilities
- FocusOne noticed trends in new staffing model indicating there would not be enough staff to keep up with census



SOLUTION

- FocusOne obtained market information from its staffing agencies and Operations Consultant in the Illinois area to see how competitive the market is
- FocusOne consulted with its client to create a personalized plan in order to keep a constant candidate flow in a market with a low supply of licensed nurses



RESULTS

- FocusOne submitted 513 candidates and filled 477 clinical positions
- Client used FocusOne's recommendations and saw success with the quality of candidates - 90% arrival rate and a 94% assignment completion rate

Recruitment Strategy & Execution

With the increased need to fill positions in Nursing-Med Surg, ICU, Cath Lab, and Home Health, as well as Imaging and Therapy, it was important to create a plan that kept up with the steady incline of census and staffing needs every month—especially since there is an 6-8 week process to obtain an Illinois license.

FocusOne immediately hit the ground running to come up with a plan, using their 10 years of expertise in the Illinois market and strong partnerships with affiliate providers to gather as much information on rates and current candidate flow in the area. One of FocusOne's Operations Consultants, who specializes in the Illinois market, found that the demand around the area was incredibly high and the supply was low, as well as competition with surrounding states that allow compact licenses instead of single state licenses.

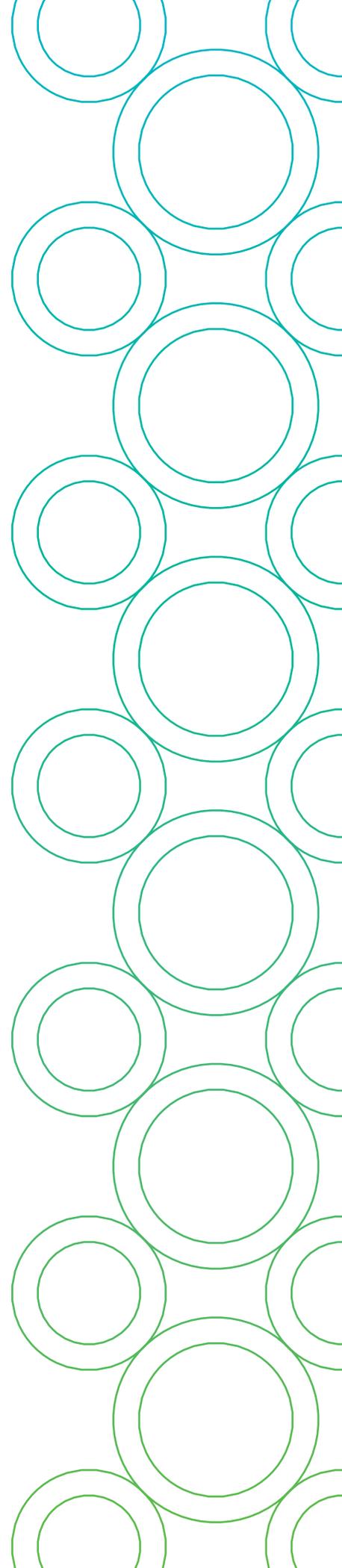
Going through all data and information, FocusOne realized that in order for them to recruit enough candidates in a market that was seeing a low supply of RNs, a specialized process would need to be made for the new staffing model. This tailored process would also need to include self-scheduling and have quick turnaround times for interviewing and offers—especially for the client to stay competitive with surrounding healthcare facilities.

During the recruiting process, FocusOne had an open line of communication around the clock with the client, giving same-day reports updating them on the number of candidates that were submitted; having weekly conference calls to discuss number of openings in their region; and continuing to deliver quarterly partner reviews. Top affiliates were also brought in to assist with providing additional market information both locally and nationally, alongside the monthly reports of rate information, requests open, and open modalities given by FocusOne's Illinois Operations Consultant.



Results

Over the course of the entire year, **FocusOne** provided 513 candidates to be reviewed and filled a total of 477 jobs, a 93% fill rate. After the client, FocusOne, and affiliate providers collaborated to implement all of the recommendations that were suggested, they saw tremendous success in the quality of candidates with a 90% arrival rate and a 94% assignment completion rate.



About Us

Medical Solutions, who acquired FocusOne Solutions, is an industry-leading workforce solutions partner which streamlines clinical and non-clinical healthcare staffing through fully customized programs. Nationwide, Medical Solutions has helped healthcare facilities gain whole-house efficiency, control labor costs, and enhance patient care standards by finding the right people at the right time.

Interested in learning more?

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