



## CLIENT PROFILE

# Seton Medical Center Hires More than 300 Employees in Mere Months with Position Manager®

Healthcare organizations find it challenging enough hiring the best-suited candidates. Imagine needing to quickly staff up for a brand new facility. Seton Medical Center Harker Heights faced just that challenge.

Launched in June 2012, Seton Medical Center Harker Heights is a full-service acute care center, and a joint venture between the Austin-based Seton Healthcare Family and Plano-based LHP Hospital Group, Inc. Among the services offered at the 83-bed facility are emergency care, women's services, orthopedics, cardiology and imaging and diagnostics, to name a few. When Mona Tucker, the HR Director for Seton Medical Center, was brought on in December 2011, she had less than six months to staff up to support all the hospital's services.

### Seeking the right candidates

As a Catholic Health Care Ministry, Seton Medical Center is focused on providing exceptional care through collaboration with its associates, physicians, volunteers and community partners. Ultimately, it aspires to be the community's premier healthcare system, recognized for exceptional patient-centered care, quality services and respect for those it serves.

The hospital seeks employees who mirror the philosophy of patient-centered care and excellence fitting of a faith-based medical center. Plus, because it's brand new and was staffing up for launch, Seton Medical wanted individuals with experience and talent who could hit the ground running.

### A healthcare-focused solution

When Mona Tucker was hired as the Director of HR in December 2011, she began researching options for an applicant tracking system to support the hospital's opening in June 2012. Together with the marketing director and the chief nursing officer, she evaluated three solutions, including Position Manager®, the applicant tracking solution from HealthcareSource.

Position Manager promised to be quick and easy to implement – critical for a team that needed to rapidly hire hundreds of employees. Plus, they appreciated that HealthcareSource is solely focused on the healthcare industry.

### Going live with ease

Tucker quickly hired an assistant, a nurse recruiter, and a generalist who helped set up questions and the screening tools in Position Manager. Within 30 days, the solution was implemented by HealthcareSource. Because the HR team had worked with the HealthcareSource implementation team on set up, they felt exceptionally comfortable with Position Manager in no time.

Tucker and her team were able to start advertising and hiring for open positions by February 1. "Position Manager enabled us to onboard director-level hires in March and April," says Tucker.

Specifically, the solution made it possible to easily funnel candidates. "Competition for talent is fierce. With Position Manager, we can focus on candidates that meet our qualification



### About Seton Medical Center Harker Heights

**Location:** Harker Heights, TX

**Overview:** Seton Medical Center Harker Heights, a for-profit, faith-based, full-service acute care facility, is a joint venture between the Austin-based Seton Healthcare Family and Plano-based LHP Hospital Group, Inc., and part of the Seton Healthcare Family. Opened in June 2012 with more than 300 employees, Seton Medical Center offers emergency care, women's services, orthopedics, cardiology and imaging and diagnostics at its 83-bed facility in Harker Heights, TX.

**Employees:** 300+

**HealthcareSource Solutions:** Position Manager®, Performance Manager®



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criteria, saving us time and helping us connect quickly with key candidates," continues Tucker.

### Appreciating ease of use for all users

It's also simple for Seton Medical Center's hiring managers, directors, and candidates to use the solution. "I've been involved with a few software implementations, and know that ease of use is critical to adoption," explains Tucker.

Managers and directors simply approve a link for hiring requisitions. And candidates access the pre-screening questions via the Internet. According to Tucker, "The Onboarding module in Position Manager is the easiest to use of all the ones I've tried. With a single mouse click, we can initiate a background check, which saves valuable onboarding time. Once we've hired someone, we send a link and that person can complete the orientation process electronically," she raves.

### Realizing tremendous value

Tucker can measure the value of Position Manager in numerous ways. First, the solution enabled her team to quickly hire more than 300 employees in time for the June launch. Moreover, by quickly processing candidates, Seton Medical Center can meet its goals of expeditiously hiring and onboarding new, qualified employees. Ease of use has led to very high adoption rates. And robust reporting makes it quick and easy to generate reports on applicants. Tucker also highlights the cost savings associated with such an intuitive system. "I've used more complex systems that require a full HRIS team to maintain.

Because my team was involved in building out the solution, we saved the cost of hiring people to set up the processes and interfaces," says Tucker

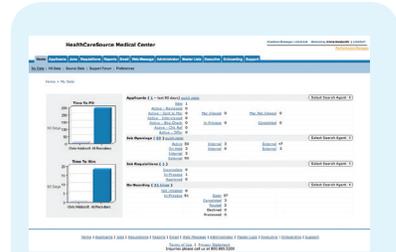
### Planning for the long term

With Position Manager, the hospital can proactively plan for the long term. Tucker anticipates hiring another 50 or so employees by year-end. "Time is of the essence when posting a position. We can empower hiring managers to put in hiring requisitions and post job openings, instead of handling that ourselves," she explains.

Impressed with the impact of Position Manager, Seton Medical Center is rolling out HealthcareSource Performance Manager® to gain an automated performance management process for timely appraisals and reviews.

At the same time, LHP Hospital Group views HealthcareSource as a strategic partner. Currently comprising five hospitals, the group's long-term strategy is to grow significantly. According to Shannon Beier, Corporate Benefits Manager at LHP Hospital Group, a group as big as LHP needs applicant tracking, and it will be ideal for all hospitals in the system to use the same software. In fact, Beier is helping implement Position Manager at a hospital in New Jersey and at LHP's headquarters.

"We envision HealthcareSource being a key part of our long-term strategy to streamline operations with a single system. The economies of scale will allow us to extract maximum ROI from our investment," Beier concludes.



*Position Manager is an easy to use Applicant Tracking system designed for healthcare.*

- **Sourcing:** Easy management of job posting to popular job boards; Tools to proactively market available positions.
- **Application Management:** Online career portal for improved candidate experience and candidate volume; Includes pre-qualification screening and real time application status.
- **Hiring Process Management:** Automated requisitions, candidate ranking, searchable candidate database, HR and hiring manager collaboration, candidate communications for efficient and timely hiring processes.
- **Onboarding:** New hire documentation including compliance benefit and policy documents are pre-filled to expedite the new hire process using a secure on-line portal.
- **Recruiting Performance:** Dashboards comprehensive reports provide easy access to essential data to measure and manage hiring metrics, advertising spend, compliance reports and more.

With over 1,700 healthcare facilities as clients, HealthcareSource is the leading provider of talent management software for the healthcare industry. Through its cloud-based solutions, HealthcareSource helps healthcare organizations source, hire, assess, develop and retain the best workforce possible in order to reduce costs and to improve patient satisfaction and safety. The company's talent management software solutions include applicant tracking, onboarding, performance management, behavioral assessments, reference checking, physician recruiting, and candidate sourcing. A private corporation, HealthcareSource focuses exclusively on the healthcare industry and consistently earns high marks for client satisfaction and retention. HealthcareSource was named 2011 category leader for Talent Management by KLAS Research.

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