
Our Lean Human Capital RecruitX offering delivers a portfolio of services that support a two-phased approach (Discovery and Community) to helping talent acquisition teams become more efficient and effective through data-driven decisions.

Lean Human Capital RecruitX

The demand for talent amongst healthcare providers far outpaces the supply. This imbalance puts great pressure on recruiting teams to find the right talent — and to do so quickly and cost-effectively. Only with a comprehensive, yet detailed, understanding of your recruitment operation — as measured by key performance indicators (KPIs) that are strongly correlated with high-performing organizations — can you take the actions necessary to succeed in this environment. Data is the only foundation for an actionable — and “lean” — recruitment effort.

Lean Human Capital by HealthcareSource is committed to employing an evidence-based approach to process improvement that is grounded in real, statistically-validated data about your healthcare organization’s talent acquisition operations. Our Lean Human Capital RecruitXSM offering delivers a portfolio of services that support a two-phased approach to helping healthcare talent acquisition teams become more efficient and effective through data-driven decisions.

The foundation is Discovery, a comprehensive, detailed exploration of your recruiting operations that uses quantitative and qualitative data — encompassing more than 400 metrics — to profile your organization across the key dimensions of recruitment performance. It is complemented by Community, a one-year, members-only collaboration with Lean Human Capital experts and fellow healthcare recruitment organizations. Spanning online and in-person interactions, Community is designed to ensure that organizations have access to all the resources necessary for their journey to an optimized talent acquisition operation.

Discovery

Discovery is a “deep dive” into your talent acquisition function that incorporates a comprehensive inspection of your recruitment structure, processes, and operations across these key dimensions of performance:

- **Responsiveness:** Captures overall and role-specific time-to-fill metrics, with particular focus upon the hard-to-fill clinical roles that impact care delivery and costs
- **Productivity:** Recruiter efficiency ratios relative to vacancies, filled positions, employee referrals, etc.
- **Efficiency:** Ratios of applications, routed applications and extended offers to actual positions filled
- **Quality of Hire:** Short-term turnover rates for the newly hired
- **Cost:** Recruitment cost ratio and cost-per-hire

Discovery also incorporates qualitative metrics that capture a “Voice of the Customer” (VoC) assessment of the recruitment experience through surveys of hiring managers, new hires, and candidates who were not hired. Executed semi-annually (initially during Discovery and thereafter as a part of Community), this analysis ensures that talent acquisition efforts are aligned with the needs of the recruiter’s key “customers.” In addition, Discovery includes expert analysis and recommendations regarding:

- **Recruiter Resource Allocation:** Establishes a baseline for comparison of the client organization to their peers by considering organizational structure, the volume of open positions, candidate availability, and hiring demand.
- **Staffing Processes:** Compares client organization’s processes to industry best practices with the end goal of a customer-centric staffing workflow and lean recruitment processes.



Recruitment Optimization from HealthcareSourceSM has earned the exclusive endorsement of the American Hospital Association



SOLUTIONS TO HELP YOU

Lean Human Capital RecruitX is one element within a comprehensive talent acquisition portfolio from HealthcareSource that includes:

- **The Recruiter Academy** for recruiter training
- **Position Manager®** an industry-leading applicant tracking system
- **HealthcareSource Recruitment Marketing™** for sourcing of candidates

...a data-driven methodology to the analysis and improvement of recruitment that's unmatched in the industry in terms of scope, depth, expertise, and healthcare focus.

- **Recruitment Technology:** Evaluates the client's technology portfolio for applicant tracking, candidate assessment, candidate relationship management (CRM), and recruitment marketing/sourcing.
- **Inbound and Outbound Sourcing:** Reviews the effectiveness of inbound sourcing activities and provides guidance on social media, search engine marketing (SEO), targeting, print/digital media, job boards, and job board aggregators. Outbound sourcing analysis reviews the number/allocation of sourcing professionals, tools, CRM, and employee referral programs and third-party search firms (if applicable).
- **Staff Diversity Recruitment:** Ensures adherence to OFCCP (Office of Federal Contract Compliance Programs) for inbound and outbound sourcing strategies.

Community

Community extends the initial baseline analysis and recommendations of Discovery with an annual service that combines scheduled sessions with ad hoc consulting to ensure that clients continue their momentum toward an optimized recruitment operation. Community includes:

- **Member Advisory Services:** These quarterly checkpoints offer pragmatic advice from our consultants to identify, develop, and execute performance improvement solutions for teams and individual recruiters. A performance scorecard, updated with the latest client results regarding the various metrics, serves as the basis for discussion. The rigor inherent in meeting with Lean experts helps ensure that change initiatives remain on track via active monitoring. We quantify the impact of process improvements that are already underway on organizational strategic initiatives and celebrate the key successes of teams and individual recruiters.
- **Ad Hoc Advisory Services:** Clients are encouraged to leverage our consultants for insights, answers to questions, recommendations on recruitment priorities, and guidance on action plans.
- **Project Tools:** Clients have access to our compilation of workbooks, planning guides and other tools representing best practices for organizational structure, lean staffing processes, technology and sourcing strategies.
- **Thought Leadership:** Clients can participate in our semi-annual Innovation Base Camps, an in-person collaboration of industry thought leaders on important topics in healthcare recruitment. Through a structured environment, peers develop tactical solutions for strategic initiatives, making all members of the community beneficiaries of the results and analysis. Apart from the Base Camps, members can contact other members for confidential networking, sharing of best practices, innovation sessions and other interactions for unbiased advice regarding technology, tools, methodologies, and related information.
- **Celebrate Success:** Through industry articles, webinar and conference participation, case studies, and other outlets, clients are encouraged to showcase their expertise and experience. Our clients represent forward-thinking leadership regarding development, implementation, and promotion of successful, innovative recruitment strategies. Thus, you're actively encouraged to celebrate your success by sharing your organization's story.

Lean Human Capital RecruitX provides a data-driven methodology to the analysis and improvement of recruitment that's unmatched in the industry in terms of scope, depth, expertise, and healthcare focus. With actionable recommendations from consultants who are true practitioners in healthcare recruitment, our clients gain a truly evidence-based approach to talent acquisition that's comparable to the evidence-based pathways championed by your clinical peers.