

Case Study: Single-facility RPO solution



BACKGROUND

A non-profit acute care facility in Central Florida sought a talent acquisition solution to improve recruitment outcomes, reduce vacancy rates, and eliminate unbudgeted contract labor. After attempting internal solutions, the CEO turned to Cross Country's RPO Team, having utilized RPO solutions at prior facilities.

PROGRAM DESIGN

- Prior to the launch of the program, Cross Country's RPO Team completed a Recruitment Process Analysis.
- Successful outsourcing of the recruitment function for all staff to Cross Country's RPO Team with an emphasis on all clinical and non-clinical areas in each facility.
- Created a model that increased the pool of potential new FTEs to the facility by leveraging the resources and methods of a staffing agency at a more affordable rate.
- Cross Country's RPO Team streamlined the recruitment process by documenting the existing process, making the necessary adjustments tailored to meet the facility's needs and presenting the changes in unison with the HR department.
- Cross Country's RPO Team assumed full-cycle recruitment throughout the enterprise, handling positions from requisition creation through contingent offer extension.
- Solution utilized one onsite recruiter and one virtual recruiter (first five months only).

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- All client processes and regulations were administered and executed by Cross Country's RPO Team.

PROGRAM RESULTS

- Positions filled: 553
 - RN: 253
 - Clinical: 211
 - Allied: 89
- Client was significantly below the national average cost per hire of \$4,129 (SHRM, 2016) at \$540.
- Significant reduction in vacancy rate and unbudgeted contract labor usage in core staff positions.

Contact us today to discuss a Recruitment Process Outsourcing solution customized to your specific needs. Contact us [online](#), or by phone: 800.678.7858