



Optimizing the CHS Recruitment Process

Where does an organization that provides outsourced services go when it chooses to create a best-in-class recruiting process? To a best-in-class recruitment process outsourcer—that's where!

Comprehensive Health Services, Inc. (CHS) is a national workforce health-management company that provides flexible, customized employee health programs to organizations with large, dispersed and mobile workforces. Employing best practices spanning more than 30 years of experience, CHS' approach includes on-site health centers, a national network of CHS-certified physicians and health care providers, and medical readiness teams that deliver customized solutions for maintaining a healthier, more stable and productive workforce.

Committed to quality high-touch services for its customers and its customers' employees, the selection and retention of CHS employees is paramount to the success of the company's service delivery, client retention and business objectives.

CHS' first step was to assess its current hiring and new employee on-boarding methods including its strategy, process, technology, costs and satisfaction levels. Initial areas identified for improvement by Executive Leadership, Recruiters and Hiring Managers included the volume of qualified candidates, the lack of process automation, candidate communication and new hire orientation. Add to that the desire for speed and cost reduction and the vision was complete. Considering both internal and external solutions, CHS utilized Pinstripe to help determine how to achieve its goals.

Finding the Answer

Pinstripe executed a customized Discovery Process that included a thorough review including analysis of CHS' HR and Recruiting organization structure, costs and hiring

decision-making process, as well as its workforce and staffing-need planning. Presentation of the Discovery Review identified that cost savings, improved efficiency and increased satisfaction would be realized with the implementation of Pinstripe's Requisition-to-Results® proprietary solution. The outsourced solution in place includes a dedicated Pinstripe Recruiting Team that mobilizes a strategic recruitment marketing plan and an integrated technology solution for applicant tracking, reference checking and on-boarding.

"The foundation of any high-performing talent acquisition program is a process built to align with our client's culture and goals and a commitment to finding Hiring Managers not the first qualified candidate but the best qualified candidates," said Jill Schwieters, Executive Vice President of Pinstripe's Healthcare Group.

CHS accepted Pinstripe's recommendations that included a clearly defined and guaranteed ROI that encompassed the following:

- A process that ensures both candidate and hiring manager efficiency and communication, as well as cost effectiveness and legal compliance;
- A recruitment strategy that clearly markets CHS' employment brand and focuses on both active and passive candidates;
- A CHS-dedicated Pinstripe Recruiting Team that is AIRS Certified and can flex up or down to meet the fluctuating needs of the business based on new CHS client acquisition;
- A state-of-the-art candidate focused Requisition Management and Applicant Tracking system and an on-boarding technology to process CHS' new employees efficiently;
- Pre- and Post-Satisfaction Surveys to measure service levels, as well as new employee engagement during the first 90 days of CHS employment;

- Additional tools that easily report necessary staffing metrics for analysis, areas of improvement and fact-based decision-making for recruiting, budgeting and workforce planning.

Producing the Solution

“Pinstripe provided a more streamlined recruiting process by adding a technology piece that was easy to use,” said Edie Widener, Director of Human Resources at CHS. “It eliminated our recruiting challenges related to the quality and volume of job candidates.”

“Recruitment is a marketing function and the result of our program is the acquisition of productive long-term employees. Our success isn’t just filling the job; it doesn’t end at the accepted offer,” says Shelly Olejniczak, Pinstripe’s Director and Program Manager for CHS. “I’m proud our Team has

been able to achieve and exceed our commitments to CHS consistently. The time-to-fill has been reduced an average of over 50 percent.” Pinstripe’s service levels and the utilization of technology has contributed greatly to improved satisfaction of both CHS hiring managers and candidates.

“Initially, I had concerns about using an outside partner for recruitment services,” said Stuart Nokes, Vice President of Operations at CHS and one of CHS’ hiring leaders. “However, Pinstripe has provided us with outstanding services and we are very pleased with the partnership.”

“Pinstripe has provided us with the opportunity to efficiently recruit high quality candidates on a company-wide basis,” said Widener. “This allows us to spend more time focusing on important human resources initiatives.”

HIGHLIGHTS

HR OUTSOURCING CHALLENGE

To identify a high-performing, technology-enhanced hiring solution that would reduce cost-per-hire and time-to-fill, while increasing numbers of qualified candidates, hires and customer satisfaction.

ORGANIZATION

CHS – Comprehensive Health Services Headquarters – Vienna, VA

Since 1975, CHS has been recognized as a trusted source for nationwide workforce health solutions. CHS’ approach includes on-site health centers, a national network of CHS-

certified health care providers, and medical readiness teams designed to help employers maintain a healthier, more stable and productive workforce.

SOLUTION

Enterprise-wide Recruitment Process Outsourcing

A highly performing technology-enhanced hiring solution, resulting in reduced cost-per-hire and time-to-fill, as well as reduced hiring burden for hiring managers, the HR Department while at the same time increased the number of qualified candidates and hires and customer satisfaction!

ABOUT PINSTRIPE HEALTHCARE

Pinstripe Healthcare Group specializes in talent management solutions that enable healthcare organizations to reduce their talent acquisition and overall labor costs while continuing to provide the highest quality patient care. The Pinstripe team includes seasoned professionals who have held leadership roles with some of the nation’s top healthcare providers. This *insider expertise* allows Pinstripe to offer a complete solution set that can integrate sourcing, recruiting, hiring, on-boarding, engagement, and off-boarding practices into an end-to-end approach to employee acquisition and retention. Pinstripe’s deep, provider-side experience also allows the firm to offer a range of additional HR services to meet the unique needs of each customer. By partnering with Pinstripe, leading healthcare organizations are transforming the Human Resources function into a source of sustainable, competitive advantage.