



Q BETTER LEADERS. BETTER CARE.

# SUBSTANTIAL WORKFORCE DEVELOPMENT FOR HEALTHCARE SYSTEM

An award-winning healthcare system was faced with the daunting task of filling 160 open RN positions with high-quality, brand-consistent nursing staff. The hospital leadership team along with the chief human resources officer and his strong internal recruiting force struggled to keep up with ambitious multiple service line growth and natural churn.

## PERFORMANCE TOGETHER™ Our Recruitment Solution Model in Action

01.  
CLARITY

02.  
T-MAPPING™

03.  
LEADERSHIP  
ANALYSIS

04.  
PLACEMENT  
ASSURANCE™

Triad Healthcare Recruiting met with the chief human resources officer and the clinical leadership team to fully understand their patient care and staffing challenges. We asked deep, probing questions about the organization's vision, current growth plan, competitive pressure in the marketplace, staff engagement and retention, staff satisfaction scores, compensation and benefits benchmarking information, management philosophy, and cultural and workplace dynamics.

Our research team used our proprietary business intelligence (T-Mapping™) technology to gain an understanding of the available candidate population in the region. Once this information was identified, we continued to use the technology to obtain contact information and confidential access to the most qualified RNs.

Because nurses play such an integral role in the healthcare system and interact with numerous patients, we needed to be sure that the level of care each RN would provide was exemplary. Upon compiling our list of candidates, we assessed them for their clinical skill set, compassion, empathy, emotional intelligence, teamwork, knowledge sharing, communication skills, teaching ability, community-mindedness, and leader disposition to gain a clear picture of the best fit RNs to present for this healthcare system.

As part of our Placement Assurance™ policy, we met with the chief human resources officer and the clinical leadership team to recommend and design a staff engagement plan to ensure workforce satisfaction and increase retention over time. Our clinical performance coaches contacted the placed RNs at regular intervals to ensure they were still acculturating and assimilating to their units and to the organization overall.