



LEAN
Radical · Optimize · Just-in-time

HEALTHCARE RECRUITMENT METRICS Benchmark Study

LEAN Human Capital, in partnership with the National Association for Health Care Recruitment (NAHCR), believes there is a significant gap in relevant, actionable benchmark data regarding critical aspects of staffing performance.

Key areas of focus within the Benchmark Study include:

► STAFFING PROCESS EFFICIENCY

Measuring the efficiency of how applicants flow through the hiring process versus the quantity received is often overlooked. Most organizations do not understand the impact an inefficient hiring function has on time, cost, and quality. Measuring key process efficiency metrics will provide your organization with the ability to:

- Utilize a data-driven staffing optimization model to define the right organizational structure and resources (number of staff, sourcing tools, etc.) to meet hiring objectives.
- Reallocate resources dedicated to processing unqualified applicants so you can develop proactive sourcing strategies thereby reducing Time-to-Fill and cost of vacancy while improving the quality of hire.

► RESPONSIVENESS

While overall Time-to-Fill has been a traditional metric used to assess responsiveness for years, it often times does not accurately portray how well an organization is performing in this area. Key metrics analyzed in our study include:

- percent of current positions open over 60 days.
- percent of positions filled in less/more than 60 days.
- Time-to-Fill for positions filled in less/more than 60 days.

► PRODUCTIVITY

Responsiveness, efficiency, quality and cost are counter-balancing. For example, if an organization has unlimited resources, they can perform very well with respect to responsiveness. Additionally, a very fast process might not produce quality hires. We have created a Staff Productivity Metric to normalize these occurrences and provide a key performance indicator to understand if your staff is productive compared to your peers. This metric can also be used to plan headcount for your hiring needs.

► COST OF VACANCY

Vacancy rates for critical positions cost healthcare organizations millions of dollars each year. We will explore how defining the cost of vacancy for critical positions will allow your organization to:

- Calculate the cost associated with positions remaining vacant and/or filled by agency or overtime personnel.
- Quantify the ROI of reducing Time-to-Fill.
- Develop a business case for maintaining or adding recruitment resources to reduce overall costs.

**For eligibility and pricing information, please contact:
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BENCHMARK STUDY PARTICIPANTS INCLUDE:

We're pleased to announce that 100+ organizations have participated in our Benchmark Study over the last two years including:

Advocate Health Care
Atlantic Health System
Aurora Health Care
Banner Health
Barnes Jewish Hospital
Cancer Treatment Centers of America
Carilion Clinic
Children's Hospital Central California
City of Hope
Cone Health
Conemaugh Health System
Covenant Health
Duke University Hospital
EMH Healthcare
Fairfield Medical Center
Faxton St. Luke's Healthcare
Firelands Regional Medical Center
Froedtert Health
Genesys Health System
Georgetown Hospital System
Gillette Children's Specialty Healthcare
Hallmark Health
Hannibal Regional Hospital
HCA North Texas
Henry Ford Health System
Hospital of the University of Pennsylvania
Kaweah Delta Health Care District
Lakeland HealthCare
Lee Memorial Health System
Loma Linda University Medical Center
Maine Medical Center
Mary Free Bed Rehabilitation Hospital
Massachusetts General Hospital
Mayo Clinic
McLeod Health
Memorial Health System
Memorial Hospital & Health System
MidMichigan Health
MultiCare Health System
Nanticoke Health Services
Nemours
New Hanover Regional Medical Center
Northwestern Memorial Hospital
Oakwood Healthcare
Orange Regional Medical Center
OSF HealthCare
ProHealth Care
Riverside Medical Center
Rush University Medical Center
Scottsdale Healthcare
Scripps Health
Seattle Children's
Southwest General Health Center
Spectrum Health
St. Anthony's Medical Center
St. John Health System
St. Joseph Mercy Ann Arbor
St. Joseph's Hospital Health Center
St. Vincent Health
Susquehanna Health
Tallahassee Memorial HealthCare
Texas Health Resources
UC San Diego Health System
UMass Memorial Medical Center
University of Chicago Medical Center
University of Michigan Health System
The Valley Health System
Valley Presbyterian Hospital