



## Staffing to Your Demand: A Guide to Increase Filled Rates

Today, there  
are about  
500,000  
unfilled  
healthcare  
positions.<sup>1</sup>

From patient care to medical insurance, the healthcare industry is constantly changing. You need to ensure that your healthcare system is keeping up with demands, and that you're always providing quality care, no matter the size of your company. In this pursuit it is necessary to keep fill rates high. ShiftWise can help you do this by leveraging key contingent workforce strategies.

Hospitals and clinics utilize contingent workers to fill open shifts when core staff, like nurses and doctors, are maxed out. However, as healthcare jobs become more and more in demand, hospitals and clinics are struggling to fill job openings. In fact, the gap that exists between job openings and new hires has been widening throughout the years.

So why has the gap been widening? In today's healthcare industry, there are more job openings than many other industries as baby boomers retire and settle down with their families.

**Healthcare employment is expected to grow 26 percent by 2022—much faster than other industries.<sup>2</sup>**

Since the healthcare industry is rapidly growing, it would seem like filling open positions would be easy. However, many hospitals and clinics struggle to fill open shifts because they are not implementing the right strategies.



<sup>1</sup>"JOLTS News Releases," U.S. Bureau of Labor Statistics, 01 Dec. 2016.

<sup>2</sup><https://www.bls.gov/careeroutlook/2014/spring/art03.pdf>

## What challenges are healthcare companies facing?

Managing current and contingent employees can be a challenge, especially if you have to do it all manually. Many companies, even large ones, rely on human resources professionals to handle all of the paperwork, phone calls, interviews, and background checks that go into hiring new employees and ensuring quality.

However, manual vendor and employee management is often more trouble than it is worth.

### This leads to...



Human Error



Wasted Time



Increased Costs

*“I’d like to describe it as disruptive to my daily life. It was chaotic. A lot of different things kept getting in the way—all the paperwork, all the phone calls.”*

—Helen Anderson,  
Administrative Director of Human Resources at Depaul Medical Center<sup>3</sup>

## How can healthcare companies increase fill rates with ShiftWise?

### 1 FOCUS ON EFFICIENCY TOOLS

Free up your management’s schedules and make more time for your key positions by implementing ShiftWise’s vendor management system (VMS). Vendor management systems can comprehensively organize, coordinate and manage contingent workers and staffing, which will allow more time to focus on hiring quality allied healthcare professionals and technical specialists.

*“I can produce reports so much more efficiently now.... It shows clearly in black and white all the information about the agency—where we’re using it, the quality, the time-to-fill—it’s all right at our fingertips. I am breathing easy now.”*

—Helen Anderson

<sup>3</sup><http://www.shiftwise.com/administrative-director-hr-helen-anderson-discusses-shiftwise/>

ShiftWise's innovative VMS gives you visibility into your workforce with Key Performance Indicator (KPI) reporting, ensuring that you are attracting and employing only qualified staff. VMS technology can improve the quality of your entire workforce, especially as it frees up time and resources to spend on recruiting quality talent to your firm.

**VMS that focuses on vendor neutrality, automated documentation, credential verification, and staff and vendor performance reports can bring more success to your workforce.**



**Vendor Neutrality**



**Automated Documentation**



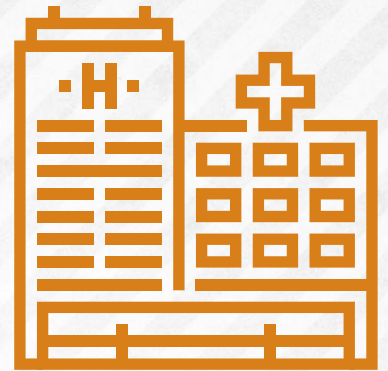
**Credential Verification**



**Staff and Vendor Performance Reports**

## **2 IMPROVE MANAGEMENT HIRING SYSTEMS**

Now that you've freed up valuable management time with ShiftWise's vendor neutral management system, focus on the important decisions required to deliver quality labor and combat increasing labor demands. Utilize your resources to recruit the best available professionals for those jobs, and prioritize orientation slots for hard-to-fill specialties.



As you streamline your internal process and improve your ability to make timely decisions, your company will better leverage its employees, leading to exceptional patient experiences.

When it comes to identifying your key positions and roles, keep in mind that slow decision making can turn candidates away. ShiftWise can help you streamline hiring processes, ensuring you move quickly and nimbly. Block off hours or even days each week to interview candidates quickly, and decrease the time from interview to job offer.

### **3 RECRUIT. RECRUIT. RECRUIT.**

After your employment and staffing are under control, it's time to put your focus on quality recruitment practices. With ShiftWise's improved and efficient hiring system, you are well on your way to creating a competitive advantage in your given labor market.

The key to recruiting high quality talent in a tight labor market is to sell the company vision; tell the candidate why your company is a great place to work. You should also consider offering a compensation package, like incentives and/or bonuses. When you prioritize recruitment of top talent, candidate quality will increase with labor quality.

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*"I would recommend ShiftWise to any hospital, facility, system—regardless of the size. If they use agency personnel, ShiftWise is the way to go."*

—Helen Anderson

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Although it can seem like it at times, finding the best talent for your healthcare facility is not impossible. Utilizing the right tools and strategies can help you easily find, interview, onboard, and keep valuable talent. ShiftWise helps you organize your entire hiring and onboarding process while reducing service time and cost. Regardless of your healthcare facility's size or scope, ShiftWise can help streamline day-to-day operations across your entire organization.



[www.shiftwise.com](http://www.shiftwise.com)