



## ShiftWise Customer Case Study:

### Tri City Medical Center

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## Hospital and Stats

Tri-City Medical Center in Oceanside, CA has been one of the largest employers in North County with over 2,100 employees.

Tri City's 326 bed facility is a Gold Seal-approved, full-service, acute-care hospital. As the first Nationally Accredited Chest Pain Center in San Diego, and the only level III NICU in North County, Tri City is committed to being a community leader in patient care

Since opening their doors to patients in 1961, Tri City has expanded to better serve their community to include more than 700 physicians representing 60 medical specialties and more than 800 employees, all providing personalized care with advanced diagnostic and treatment options.

## Difficulties

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Tri-City was frequently unable to book the most qualified candidates from their agency partners. Department managers were having issues when it came to interviewing candidates in the recommended 24 – 48 hours. With limited time for both candidates and managers to take an interview call, the process was often delayed and the top quality candidate had taken another offer.

*“Being able to multi-task and review the application while listening to the pre-recorded interview, has resulted in a more efficient, faster review process.”*

— Diane Sikora | Director  
of Acute Care Staffing

## ShiftWise Solution

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Tri-City utilizes ShiftWise for their contingent labor program. Tri City Medical has managed to reduce their time to interview candidates, by utilizing AMN's Voice Advantage Interview (VAI) process. Candidates are able to take their interview at any time, utilizing the Voice Advantage application to complete a recorded interview with automated questions. This interview is then sent over at the time of candidate submission, effectively allowing the department manager the freedom to listen at the time that works best for their schedule.

### ABOUT SHIFTWISE

Leading healthcare systems nationwide pick ShiftWise to lower costs, ensure compliance, and improve quality when using flexible, temporary, and contract professionals. With an intuitive, web-based suite of applications and services that are highly flexible to the needs of each client, ShiftWise maintains a broad client base across the entire spectrum of healthcare providers and includes some of the most clinically advanced healthcare systems in the United States. ShiftWise is based in Portland, Oregon. Learn more about ShiftWise at [www.shiftwise.com](http://www.shiftwise.com) or find us on [Facebook](#), [Twitter](#), and [LinkedIn](#).



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