



Benedictine Hospital KINGSTON, NEW YORK

Benedictine Hospital, Ranked as One of US News Best US Hospitals.

Benedictine Improves Speed and Cost-to Hire with Jobscience Powered Solution

In the third quarter of 2002, Benedictine Hospital began to review ways to improve its staffing effectiveness. One decision was to install the Jobscience Powered Solution, an applicant tracking system, integrated with its own employment website, www.benedictine.org. This solution also offered access to the Jobscience healthcare network of 350+ medical specialty and regional career sites. Using the Powered Solution, the Benedictine recruitment staff increased the flow of qualified candidates and sped up the hiring process to facilitate communications between recruiters, candidates and hiring managers. Within the last year they have experienced measurable improvements in cost per hire and time to fill, as well as additional process improvements like faster feedback to candidates.

Benedictine uses the Powered Solution to facilitate the hiring of employees in all of their functional areas, including: Radiology, Nursing, Administration and non-clinical. The task of filling between 300 and 400 requisitions per year, with as many as 60 open at any given time, requires collaboration between recruiting professionals and managers in multiple departments. The Powered Solution has been a good web-based solution for Benedictine's needs because it unites all of the hiring locations on a single database that stores resumes and tracks all of the data related to filling requisitions- This makes it easier to manage talent pools across multiple recruiters and hiring managers as well as to build candidate relationships over time.



We have more than
900 dedicated employees.
Meet some of them.

During the first year of system use, Benedictine was able to...

- Reduce cost per hire by 20%
- Increase online applications by 75%
- Double the size of their applicant pool
- Increase the ratio of candidates interviewed to candidates hired by 33%

Generate reports and provide better metrics for the management team

Reports Show Immediate Cost Benefits

Benedictine went live with the Powered Solution system in August of 2002. By the end of the fourth quarter of 2002, they measured more than 75% of their applications coming through the Jobscience Powered Solution. They continue to track the same strong results. While their hiring needs have remained the same, they have begun to see the strong marketing impact on their ability to reach jobseekers.

Today, Benedictine uses Jobscience Powered Solution to capture and store all applications, ensuring that no candidate falls through the cracks. Candidates are also continually encouraged to apply online, further streamlining the process.

Candidate Communication

Typically, Employment Specialists field up to 15-20 calls a week from candidates who are checking the status of their applications. Prior to the Jobscience Powered Solution, when an applicant contacted the HR Department, it was difficult to locate the candidate's status. There was no information about a candidate's status until the position was filled.

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Improved Website with Online Application

With the implementation of the Powered Solution, Benedictine provides a Web-based co-branded job site-hosting tool. When visitors click on Benedictine's corporate job site, they seamlessly transfer to a Jobscience server. Then, when candidates apply for positions, their resumes are transmitted directly into Benedictine's Powered Solution and Applicant Tracking System. By creating the job posting once and having the Powered Solution automate which information is shared internally and externally, Kathy Caunitz, HR Specialist, estimates a savings of approximately 3 hours per week or \$5,000 a year per recruiter.

Benedictine selected the Powered Solution after their HR and IT teams conducted a thorough review of all available solutions. They explored options for a more efficient method of processing and tracking applications. "We looked at software for resume processing, and we even considered proprietary solutions," Heidi Rosborough, Director of Human Resources, says. "But the prospect of maintaining hiring management software in-house looked expensive and time consuming, and it would strain our resources. While a lot of the functionality looked the same to them, their technical team "thought Jobscience's technology was the best," according to Rosborough.

Other Metrics Indicate Higher Efficiency, Time Savings

The impact of having one unified system was significant: during the first year after the system was implemented, the time needed to fill open positions decreased by nearly 45 days, or 43%. "Now we have one standard staffing process. We're more efficient and more effective at sharing resources. We have visibility across geographies, and we're better at managing the whole process," explains Rosborough. The volume of candidates in the applicant pool maintained by the Powered Solution has grown tremendously. Prior to their rollout, Benedictine had no database of candidates. During the first six months after rollout that number grew to 532, and the organization continues to receive approximately 21,000 views from new candidates each month. The growth of Benedictine's applicant pool is due in part to the Jobscience partnerships they established with various internet healthcare groups, such as www.NorMet.org, the online career center partnership between Jobscience and the Northern Metropolitan Hospital Association serving Benedictine's Hudson River Valley area. "It's becoming easier to source candidates. Instead of picking up the phone and calling an agency as a first step, we now conduct a search in The Powered Solution to identify whether or not we have the talent in our database" according to Rosborough.

Two other metrics suggest that hiring managers are receiving higher quality candidates and consuming less effort in the selection process. First, "Using the Powered Solution saves hours of opening envelopes, wading through emails with attachments and sourcing faxes," Caunitz says. "In the past it took hours to wade through resumes. Second, the ratio of offers accepted rose by 8%, to the point where virtually 90% of candidates who have received an offer from Benedictine accepted that offer. Again, this reduces the number of offer and negotiation cycles, saving time both for the recruiting teams and the HR managers

Powered Solution Account Managers Supports Healthcare HR

Approximately 400 hospital use Jobscience. Jobscience offers Benedictine bi-weekly Powered Solution training classes. Jobscience provides help desk support to assist internal HR staff, and one-on-one training is provided on an as-needed basis

"Overall, hiring managers and human resources staff like the Powered Solution," Rosborough says. "The move away from paper has streamlined the hiring process and provides a more efficient way to work. And, we're now able to respond to resumes in 24 to 48 hours."

The company has also reduced its external recruiting costs and has resulted in significant cost-savings in agency and search firm fees. Caunitz says that she knows of a number of specific instances where candidates submitted resumes through Powered Solution before being submitted by an employment agency thereby saving the company several hundred thousand dollars in agency costs.

"We are big fans of Jobscience," Rosborough says. "We have received excellent support and training. Everyone, from sales and support to account management and company stakeholders, has been responsive to our needs."

"For companies that don't have a technology infrastructure in place to respond to candidates, adopting Jobscience is a good decision," Rosborough says. "Since we all look for the same talent to help in various areas, companies that do not employ this type of technology are at a disadvantage," she says

ROI

Since Benedictine implemented Jobscience's Powered Solution last year, the company reports it is filling jobs faster, while decreasing hiring costs. Also, it has increased the recruiting staff's efficiency in tracking data. Moreover, the ability to rely on a dedicated Application Service Provider eliminates the need for additional in-house technical support.

This year, the professional staffing team anticipates approximately 75% hires to originate through the Jobscience Powered Solution, with additional hires obtained by the hospital's divisions, field staffing, and employee referrals. "For the professional staffing team alone, we anticipate net savings - when compared to the cost of an agency - to be nearly one million dollars. That translates to savings of about \$2500 per hire."

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