

Peopleclick® Case Study: Combining Forces, COMFORCE and Peopleclick Save Hoag Hospital Millions

Centralized staffing processes increase efficiency

Hoag Hospital at a Glance

COMPANY: Hoag Hospital
(www.hoaghospital.com)

INDUSTRY: Healthcare

HEADQUARTERS:
Southern California

EMPLOYEES: 38,000

THE SOLUTION:
A partnership with COMFORCE and Peopleclick

SOLUTION DESCRIPTION:
RightSourcing™, a highly evolved staffing solution provided by COMFORCE, that incorporates the Peopleclick VMS™ vendor management technology.

The Challenge

With more than 95 different contract workforce suppliers to manage, a tightening clinical labor market, and a constant need for contingent workers, Hoag Hospital's processes for soliciting and procuring temporary labor needed a facelift. An acute-care, non-profit community medical center serving Southern California with 38,000 employees, Hoag Hospital required an integrated solution that allowed the hospital's employment department to proactively and efficiently manage its contingent labor pool.

"With the large volume of suppliers, one of our biggest challenges was adequately tracking bill rates – some vendors were charging \$12/hour and others \$22/hour for the same position," said Diane Griffiths, employment manager, Hoag Hospital. "In order to reduce the time and expense associated with recruiting, procuring and managing contingent workers, we needed a fully-fused system and fast."

The Solution

Enter RightSourcing™, a highly-evolved staffing solution provided by COMFORCE that incorporates vendor management technology from Peopleclick. Peopleclick VMS™ connects and integrates the work of HR, procurement and finance to help companies efficiently manage contingent employee relationships.

"Through the partnership of COMFORCE and Peopleclick, Hoag Hospital has the advantage of attracting quality personnel and retaining a high level of service," said Erik Morse, vice president of product strategy at Peopleclick.

The Results

Bringing together the right mix of vendor-managed staffing services with technology-driven solutions, Hoag Hospital has realized \$3.2 million in savings over the past 18 months.

In addition to the savings of millions of dollars, the Peopleclick and COMFORCE relationship has allowed Hoag to:

- Negotiate reduced bill rates with current suppliers
- Increase national recruiting opportunities and attract top personnel
- Reduce the amount of time required by the hospital's staff to work with agencies to fulfill requirements
- Manage all suppliers to ensure order fulfillment for nursing, medical office support, IT, accounting, administrative and clerical through the utilization of the web-based system for electronic ordering, fulfillment, credential tracking, scheduling, time keeping, invoicing and reporting
- Consolidate time tracking for all suppliers

“The beauty of our relationship with COMFORCE [and Peopleclick] is that we were able to lower the costs of managing our contingent workforce and adopt a centralized process,” said Griffiths. And Griffiths adds that Hoag’s adoption of a technology-led staffing service has not only resulted in a positive partnership with COMFORCE and Peopleclick but has also generated a quality pool of suppliers.

About Peopleclick

Peopleclick provides software and services that empower companies around the world to find, attract and hire quality people—in less time, with less risk. Peopleclick’s technology, consulting expertise and support give companies the vision and flexibility to strategically manage all of their talent resources—whether they are salaried, hourly or contingent. Founded in 1997, the privately-held company currently serves 1,800 clients in 192 countries, including 54 of the Fortune 100. Peopleclick products support users in organizations ranging in size from large, multi-national corporations to small and medium-sized businesses.

For more information on Peopleclick and its market-leading talent acquisition technology, visit www.peopleclick.com.

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Employment Manager,
Hoag Hospital*

Peopleclick®

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