

# Beat the Clock

## Solving for Contingent Talent Sourcing Challenges

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# "It's About the Kids"



**Karen Feeney**  
*Sr. HR Operations Mgr.  
& HR Consultant, CHOP*



# U.S. Ambassador to France?



Kelly Duggan  
*VP of Implementations*  
*RightSourcing*

**RightSourcing**



# RightSourcing Highlights

Average Cost Savings

**5%-15%**

**STAFFING  
INDUSTRY  
ANALYSTS**

Top Vendor-Neutral MSP

**//CODiE//**  
2017 SIIA CODiE WINNER

**Gartner®**  
2017 Critical Capabilities  
Report



**RightSourcing provides consultative services and industry leading analytics to help healthcare organizations procure and manage their contingent workforce.**

- Supplier Funded | 20,000+ IT Positions Filled Annually
- \$7.2+ Billion in Managed Spend
- Vendor-Neutral = Broadest Access to Talent
- Expertise Supporting Clinical & Non-Clinical Labor
- Tailored Service Delivery Model
- Easy-to-Use Technology & Workforce Analytics
- Risk Mitigation:  
Successful TJC & DNV audits  
400,000+ ICs Successfully Screened





Who will care for your family?

**Patient Volume**

 **3%**

Average Patient Volume Increase  
Year-Over-Year

**FTE Growth**

 **4%**

Average FTE Hiring Increase  
Year-Over-Year

## Millennials Top U.S. Voluntary Turnover Groups

**3.1 years (Millennials)**

vs.

**7.8 years (All FTE)**

Average Tenure at CHOP

## 25% of U.S. Workforce are Millennials



**1 in 3** want  
Freelance “Gigs”  
for Flexibility

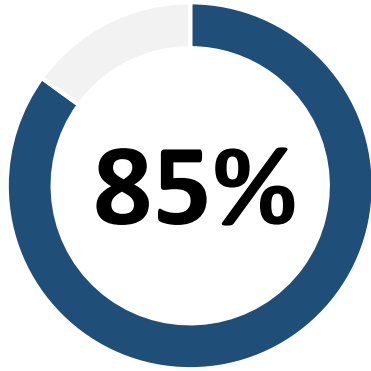
CHOP Employs Twice That Many



# Millennials Impacting Healthcare IT Workforce

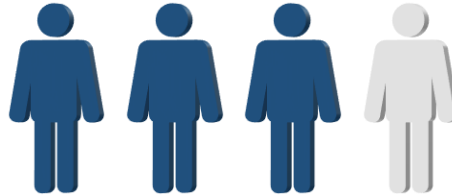
In 2015, Millennials Surpassed GenXers as **Largest Generation in Labor Force**

By 2025, **75% of the Workforce** will be Comprised of Millennials



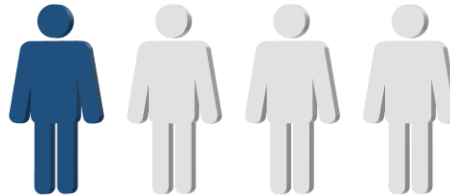
of millennials would prefer to telecommute full-time and seek flexible work options for more work-life balance

**3 in 4 Millennials**

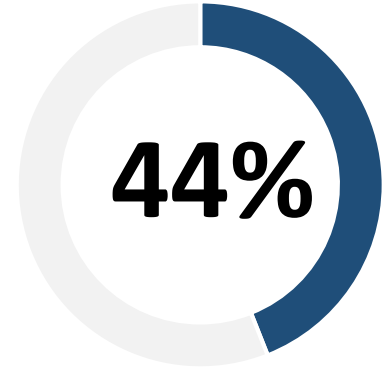


want to work flexibly and still be on track for a promotion

**1 in 4 Millennials**



intend to stay at their organization for a year or less



of millennials say, if given the choice, they expect to leave their current employers in the next two years



## Talent



## Cost



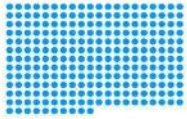
## Security



# Talent

# Workforce Planning Consideration: Sourcing Efficiency

Corporate job  
openings attract  
**250**  
resumes

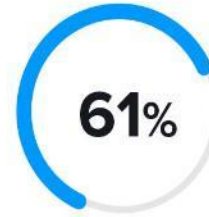
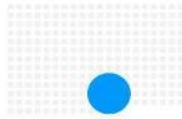


Source: Glassdoor

Out of these  
candidates  
**4-6** will be  
interviewed



Only  
**1** will  
get a job offer



of employees say  
the realities of their new job  
**differ from expectations**  
set during the interview process

Source: Glassdoor 2013

Average cost per hire for companies is

**\$4,129**

Source: SHRM Human Capital Benchmarking Report 2016

**Cost for clearance processing and tracking to CHOP for FTE in FY 2017 was over \$1M (average \$250 per direct hire) and waiting time to start readiness typically >2 weeks.**

## Time, Expectations and Cost May Make or Break You



Children's Hospital  
of Philadelphia

**RightSourcing**



**Nation's 1<sup>st</sup> Hospital  
Exclusively for Care of Children**



**Committed to Providing  
Breakthrough Experiences:  
13,000+ FTE  
An Additional 20%+ Contracted**



**FTE  
Turnover Less than 1 year = 18%  
Average Time-to-Fill = 70 Days**



**“David”**

# Healthcare Industry

**“Goliath”**

**33%** 

Healthcare US job Growth by 2024  
Largest Sector



**50%** Jobs Unfilled  
in 2016

Costing  
**\$160B**

**Talent  
Shortage**



- 45,000+ Primary Care Physicians,
- 46,000+ Surgeons & Medical Specialists
- Technology Skills Gap 50%+



# Workforce Planning Opportunities



Market Rates

DVR Game of  
Thrones

FTE  
Conversions

Compliance

Pick up Milk

Talent Mgmt:

1.

2.

3.

Onboarding  
Procedures

Demand  
Mgmt.

Opportunities  
to Expand?

Talent  
Retention

Best Talent.  
Best Prices.

Audit Best  
Practices.

SOW Budget

Supplier MSA

Pay Cable Bill

**36% of companies currently incorporate CW  
planning into strategic workforce planning  
with an additional 51% planning to seriously  
explore it within the next two years.  
– WF Solutions Buyers Survey 2017**

# Build a Partnership | Introduce an MSP

RightSourcing recognized as largest, most-tenured healthcare MSP (not a staffing company!)



Provides industry-recognized consultative services to help healthcare organizations procure and manage contingent workers



- Desktop, Tablet, Mobile, Wearable
- Customizable by Client
- Secure, Electronic Document Storage for Worker Credentials
- Shift Scheduling
- Manager Dashboards with Analytics
- Timekeeping & Invoicing
- Onsite Service Team for Expertise & Training



## 2017 Forrester Wave Report

Highest evaluations for  
product usability and  
vendor support



## 2017 Critical Capabilities Report

Ranked #1 for Contingent  
Workforce Management and  
Analytics



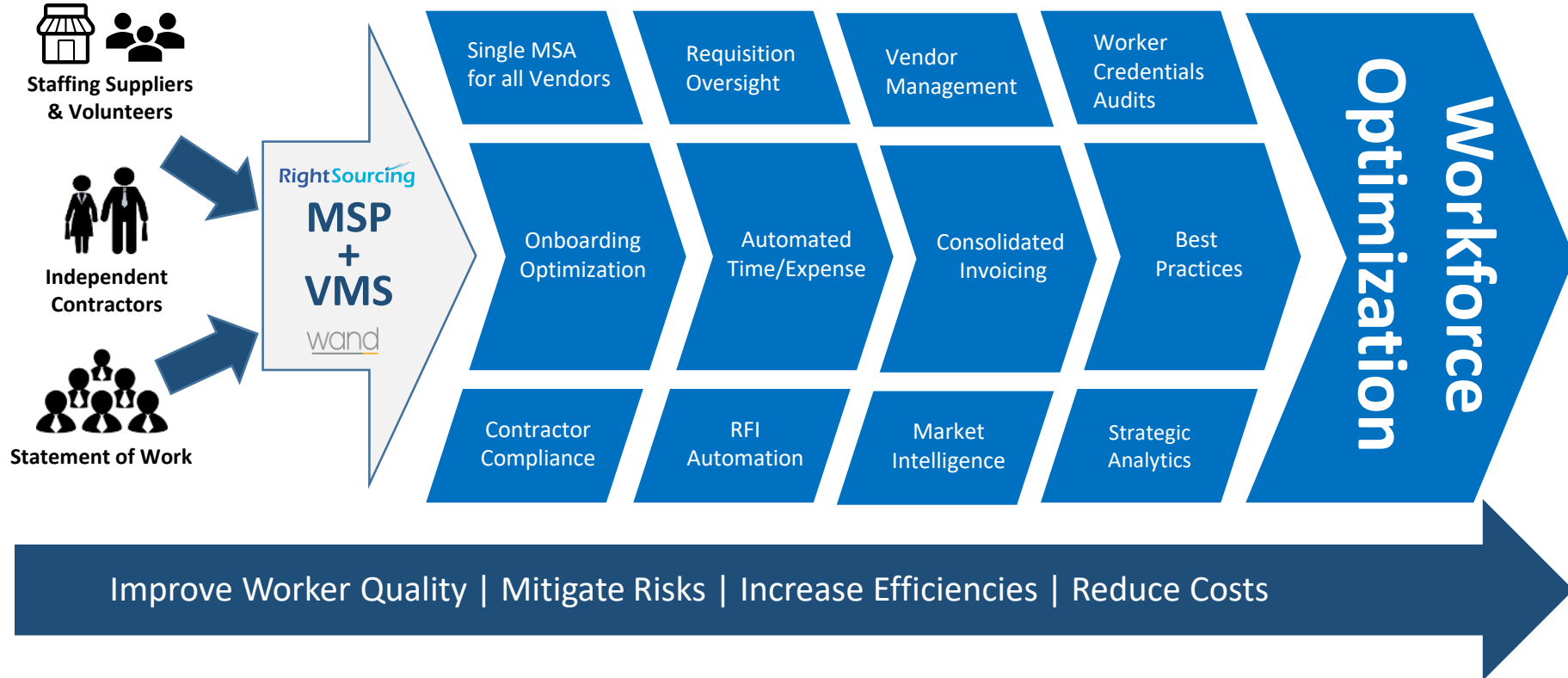
Best Product of the Year:  
Supply Chain Management  
Solution



Gold CEO World Award  
Winner in "Best Products"  
Category



# Fully Leverage MSP and VMS





# Cost



## Client Initiatives



*Competitive bidding*



*Full Visibility =  
Optimal Opportunity*



*New Metrics to  
Identify Opportunities*

Market-Leading  
Competitive Rate Intelligence

Actionable Analytics

Self-Sourcing Focus

# SCORING WINS: CASE STUDY

## Contingent Workforce Management (CWM)

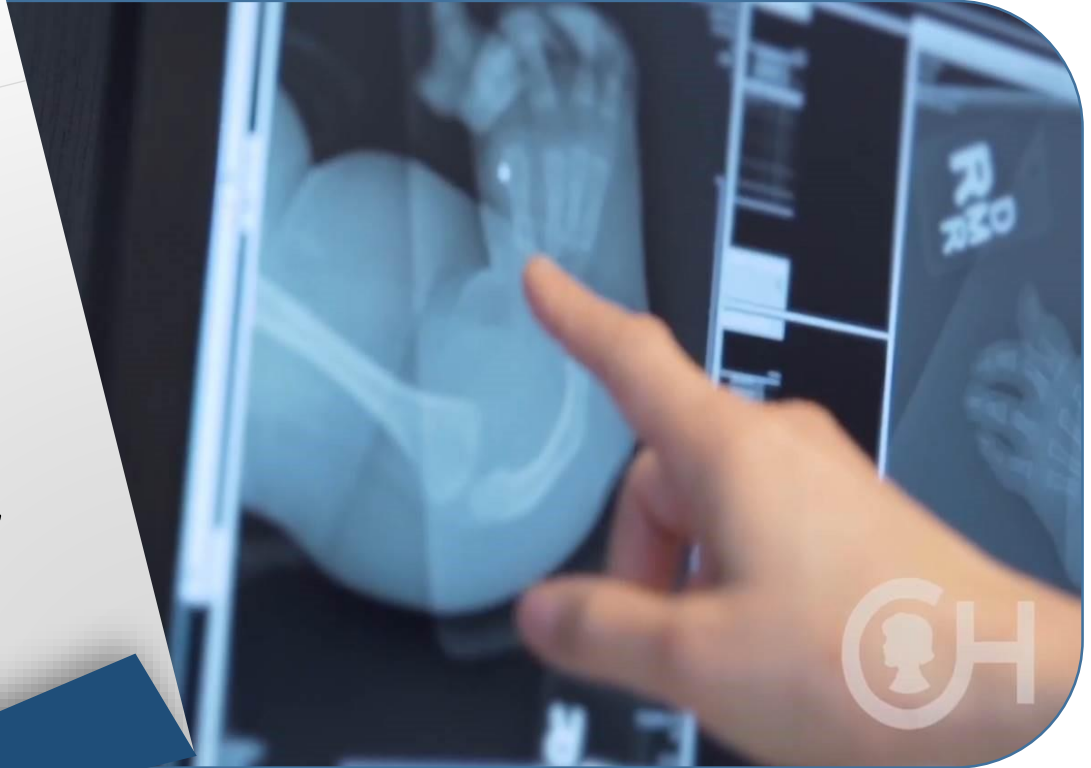


- Implemented MSP as a Strategic Long-Term Plan
- FY 2017: Contingent Labor Spend \$23M+  
Supporting Gross Revenue Generation \$5B+  
Saved 10% of Total Contingent Labor Spend **Fully Utilizing MSP Services**
- FY 2018: \$187k Saved *Just in Negotiated Rates* for Staff Augmentation
- Reduced Time-to-Fill by up to 50%
- Improved Selected Talent Diversity 20%+
- *HRO Today* Recognized Karen's Transformative Work in the Program with 2018 Talent Acquisition Leader of the Year (Healthcare) Award



## Financial Stewardship

*at CHOP we examined  
talent sourcing structure  
and standardized service  
delivery to drive growth  
opportunities*



Children's Hospital  
of Philadelphia

RightSourcing

# Case Study | Statement of Work (SOW)

## \$2.8M

in Savings Achieved  
on the Project

### SOW Vendor Quote

<b>Total Units to Update</b>		
Reimage--6,667		
Replace and reimage--3,333		
Total--10,000		
<b>Expectation from Experience (74 work days)</b>		
An average of 5 PC's per day		
5 PC's / 8 hours = .625 PC's per hour		
1.6 hours to complete one PC		
16,000 hours to do 10,000 PC's		
<b>Total Cost of SSS's Proposal</b>		
6,667 PC's to be reimaged @ \$110.00		\$733,370
3,333 PC's to be replaced and reimaged @ \$110+\$55		\$549,945
Block of 10,000 hours		\$47,500
Extra 6,000 hours		\$285,000
<b>Total Cost</b>		<b>\$1,615,815</b>
<b>Total True Cost per Hour</b>		
		<b>\$101</b>



RightSourcing Analysis				
Job title	Market Low	Market High	Rate Achieved	Savings/Hr
Desktop Support	\$20.19	\$35.50	\$24.42	\$76.58

- Client Received a SOW for a Windows Migration Program
- Client Used RightSourcing to Source & Manage the SOW Process
- Enhanced IT Supplier Relationships
- Continued Cost Savings as Client Included additional SOW in MSP Program



# Security





# Security | Top Challenges for Health Executives in 2018



## DATA ANALYTICS



**RightSourcing**  
Solution

**Strategy, Analytics & Metrics Team**

*Expertise in Healthcare Analytics*

+

**Wand Discovery Dashboard**



## CYBERSECURITY



**RightSourcing**  
Solution

**Wand VMS Technology**

*Best-in-class Technology*

+

**White Hat Hacking**



## MOBILE TECHNOLOGY



**RightSourcing**  
Solution

**Wand Mobile App**

*Best-in-class Technology*

+

**World-Class Product Development Team**

## CWM Consideration – Build Branding





## Think B.I.G.

**B**uild centralized CWM solution, branding, and partnerships to gain time-sensitive yardage

**I**vest in CWM option to posting “in kind” direct hire FTE roles

**G**o the distance fully leveraging CWM plan *before the clock runs out*

“Never Underestimate the  
POWER of a Temp!”



# Questions? Feedback?



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