

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

Centralized Staffing Processes Increase Efficiency

Hoag Hospital at a Glance

COMPANY: Hoag Hospital

INDUSTRY: Healthcare

HEADQUARTERS:
Southern California

THE SOLUTION:
A partnership with COMFORCE
and Peopleclick Authoria

SOLUTION DESCRIPTION:
RightSourcing™, a highly evolved
staffing solution provided by
COMFORCE, that incorporates
the Peopleclick Authoria 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 Authoria. Peopleclick Authoria 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 Authoria, 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 Authoria.

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 Authoria and COMFORCE relationship has allowed Hoag Hospital 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

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*— Diane Griffiths, Employment Manager
Hoag Hospital*

“The beauty of our relationship with COMFORCE [and Peopleclick Authoria] 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 Hospital’s adoption of a technology-led staffing service has not only resulted in a positive partnership with COMFORCE and Peopleclick Authoria but has also generated a quality pool of suppliers.

About Peopleclick Authoria

Peopleclick Authoria is transforming Talent Management through best-of-breed technology and expertise. With a deep focus on business intelligence and analytics, the Company’s technology gives clients the actionable insight required to make strategic decisions that drive better business results. Nearly 60 percent of the Fortune 100 use Peopleclick Authoria Talent Acquisition, Talent Management and Workforce Compliance and Diversity solutions to manage salaried, hourly and contingent labor across their organization. These solutions manage the entire Talent lifecycle from recruiting to onboarding and through the ongoing Management of each individual’s career while helping organizations measure, analyze and empower their existing workforce. Both founded separately in 1997, the two human capital Management companies joined together in 2010 to form Peopleclick Authoria. The Company’s solutions currently support more than 2,400 organizations ranging in size from large, global corporations to small and medium-sized businesses in more than 214 countries and territories around the world. For more information on Peopleclick Authoria, visit www.peopleclickauthoria.com.



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