

Success Story

Amerinet Workforce Solutions



A Short Take on Success

The Challenge

- Three very different community hospitals with immediate needs for qualified, highly-specialized professionals to maintain key management vacancies during staff transitions
- Each requires a streamlined, financially-prudent course of action to achieve interim executive placements that can “hit the ground running”

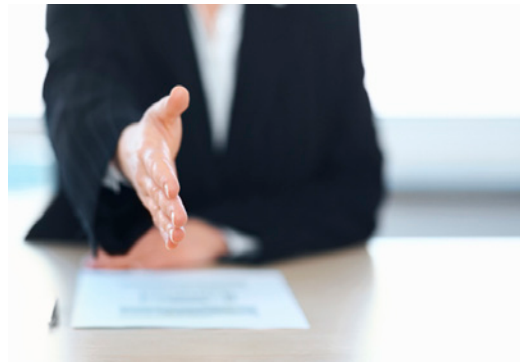
The Solution

- Amerinet Workforce Solutions and Nielsen Healthcare Group® (NHG) effectively and affordably bridge personnel gaps with experienced, fully-vetted professional staff

The Outcome

- Expert, time-tested and impeccably recommended candidates in surgery, nursing administration and clinical laboratory specialties presented in days
- Cost-effective placement quickly accomplished using unique 8.33 percent fixed finder’s fee recruitment system and 10 percent Amerinet member discount

Central Washington, Inland and Mount Desert Hospitals: Three Diverse Healthcare Facilities Achieve Capable and Cost-Effective Placement of Executive Staff via One Unique Recruitment System



The Challenge

Central Washington, Inland and Mount Desert Hospitals: Three very different healthcare facilities. Central Washington, a 206-bed hospital in Wenatchee, Wash., has a rich local history dating back more than 100 years. Now, it serves as the major medical and referral center in all of North Central Washington state. In 2011, Central added a state-of-the-art, 190,000-square-foot tower addition.

Inland Hospital, located in Waterville, Maine is a 48-bed not-for-profit facility with an adjoining 105-bed center – Lakewood – for Alzheimer’s/dementia, long-term and skilled nursing care. As a member of the Eastern Maine Healthcare System, they benefit their community by bringing in specialty services and advanced care via their extended healthcare network. Founded in 1943 by osteopathic physicians, Inland remains fully-accredited by the American Osteopathic Association and has been named one of the nation’s top rural hospitals.

Mount Desert Island Hospital (MDI) is a 25-bed critical access facility located 1,000 feet from the Atlantic Ocean in Bar Harbor, Maine. Since 1897, MDI has

served a close-knit community of 10,000 residents, as well as thousands of annual holiday visitors. Embracing tomorrow’s methods while respecting time-honored values, MDI supplies outstanding primary care and if necessary, professionally and compassionately expedites the process of providing off-island specialty treatment.

Certainly, each hospital has an individual culture and unique personnel profile. Central required a highly-experienced and dynamic interim leader for the department of surgery. Inland needed a top operations professional to serve as the administrator of Lakewood Continuing Care Center and MDI was looking for a technically skilled director for the clinical laboratory who could ensure uninterrupted diagnostic services for their patients.

The Solution

Along with the immediate need for expert interim executive staff, like all hospitals navigating the challenges of today’s healthcare system, Central, Inland and MDI were extremely focused on the regulatory and budget concerns involved in the process. Susan Ray, RN, BSM, MBA/MHCM, vice president of ancillary and support services for MDI, shared her financial concerns. “I expected a recruitment firm to be expensive,” she explained. “NHG was not overpriced for the level of service and the high caliber of candidate they provided. It was definitely worth it.”

John Dalton, the chief executive officer for Inland Hospital and Jack Powers, Director of Human Resources for Central Washington Hospital, were in agreement about the value of NHG’s services.

“The ability to fill a leadership position quickly – without a loss of momentum or decrease in morale – is priceless. The interim executive provided has been able to hit the floor running.”

Jack Powers
*Director of Human Resources
 Central Washington Hospital*

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"Their rates were very competitive. We felt we got full-value from the transaction."

A unique approach to executive recruitment pricing made the difference. NHG has developed an innovative fee system that is designed to be cost-effective and predictable: there are no hidden charges. Unlike firms that require an ongoing payment for temporary placements, NHG employs a capped service fee of 8.33 percent of the annualized salary negotiated in-house by the client themselves. No other payments are necessary unless the NHG interim executive remains longer than six months, or the facility hires the candidate on a permanent basis. In that case, the client pays a second – and final – fee of 8.33 percent. Craig Venneman, executive vice president of NHG confirmed this unprecedented guarantee. "Our fees have remained the same since the business was started in 1991 – no client will pay more than 16.66 percent." Amerinet members realize additional substantial savings by using their contract discount.

NHG clients also benefit from the ability to budget and negotiate applicants' wages. "I negotiated the salary directly with our candidate," Ray at MDI said. "I really appreciated that part of the process. It gave me a chance to address other employment terms needed to be successful at our facility."

The Outcome

NHG via Amerinet Workforce Solutions evaluated the unique interim executive staffing needs of each facility to affordably and efficiently provide the right manager for each job.

For Powers at Central Washington Hospital, the key surgical appointment had been particularly challenging. Along with the usual labor-intensive process involved with the full-cycle hiring process, surgery needed an interim leader that could immediately establish credibility and be respected by the other physicians and staff.

"The interim executive provided by NHG integrated so well within our culture that, after the OR assignment was completed," Powers explained, "we moved her into other areas to help. She stayed for more than a year."

In fact, Central has worked with Amerinet and NHG for more than ten years. "For me, all business comes down to relationships – being able to trust your partners. That's why I keep using NHG. They always come through with the caliber of individual we need."

Inland Hospital's chief executive was equally impressed with the ability of his new administrator to "hit the ground running". Dalton describes his interim executive as a professional that "rolled up his sleeves and got right to work," connecting with the rest of the management team, improving productivity and operational efficiencies during his tenure.

Finally, while many NHG interim staff are eventually hired full-time, permanent placement is not always a necessary or desired outcome. Powers at Central frequently utilizes the hands-on experience of their interim employees to help with the assessment of ultimate replacements. Ray at MDI also found the separation process effortless. "There were no glitches. Our lab manager stayed eight months. Because she was so successful, I wish I could have kept her; but as an interim, it was understood she was temporary until we secured a permanent director."



Contact Summary

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About Amerinet Inc.

As a leading national healthcare group purchasing organization, Amerinet collaborates with acute and alternate care providers to create and deliver unique solutions through performance improvement resources, guidance and ongoing support. With better product standardization and utilization, new financial tools beyond contracting and alliances that help lower costs, raise revenue and champion quality, Amerinet enriches healthcare delivery for its members and the communities they serve. To learn more about how Amerinet can help you successfully navigate the future of healthcare reform, visit www.amerinet-gpo.com.

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