

# Case Study

## The Cleveland Clinic: An Award-Winning Focus on Excellence

### Enhancing workforce flexibility & cost effectiveness

#### Results at a Glance

##### Challenge:

- The Cleveland Clinic Foundation needed to increase efficiencies & caliber of its flexible workforce
- Solution required coordination through its main campus & 12 family health centers

##### Solution:

- On-site solution that streamlines processes, resulting in a single-source billing, centralized requisition procedures & standardized pay/bill rates

##### The Results:

- Achieved \$800,000 in first-year savings in the six-year partnership; 2003 savings exceed \$134,000
- Reduced The Foundation's number of vendors by 74%
- Increased workforce caliber from 3.0 to 4.5 on a scale of 1-5
- Lessened cost-per-hire by \$4,805
- Decreased turnover by 90%
- Reduced time-to-fill by 200%

#### Client Profile

The quality of medical care at The Cleveland Clinic is routinely recognized for excellence. Every year since 1990, The Cleveland Clinic has been designated by *U.S. News & World Report* magazine as one of only 10 hospitals in the United States to be considered "The Best of the Best."

The Cleveland Clinic Foundation is a multi-specialty academic medical center, a national referral center and an international health resource dedicated to providing patients with excellence in all aspects of their care.

In 2002, The Cleveland Clinic recorded nearly 2.5 million outpatient visits and 52,000 hospital admissions. Among them are patients from all 50 states and 90 countries.

The second-largest medical group practice in the world and the largest hospital in Ohio, The Cleveland Clinic includes the 12-story, state-of-the-art Crile Building (where nearly 73,000 outpatient visits are recorded each month), a 1,058-staffed bed hospital (including a Children's Hospital), the Cleveland Clinic Educational Foundation and the Lerner Research Institute.

Cleveland Clinic Florida Hospital, part of a joint partnership between the Cleveland Clinic Foundation and Tenet South Florida, is located in Weston, Florida.

#### Business Problem

In partnering with Spherion®, The Cleveland Clinic Foundation had prioritized three well-defined goals:

- The Foundation desired a more cost-effective non-clinical staffing alternative.
- It needed to increase efficiencies and increase the caliber of its flexible workforce.
- Perhaps most daunting of all, The Foundation required coordination of these efforts through its main campus and 12 suburban family health centers.

#### The Spherion Recruitment & Staffing Solution

- Spherion instituted an on-campus solution to handle The Foundation's unique non-clinical staffing requirements.
- The Spherion solution streamlined processes to include single-source billing, centralized requisition procedures, standardized pay/bill rates and redefined job descriptions.
- Remarkably, the Spherion solution for non-clinical staffing requirements reduced The Cleveland Clinic Foundation's number of vendors by a full 74%.

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The advantages of partnering with a single staffing vendor are numerous and significant—including centralized billing, single point of contact, uniform quality, accountability and dealing with a key partner who understands your organization.

For The Cleveland Clinic Foundation, Spherion® recruited and prescreened talent 24 hours a day by phone and by Internet, using innovative screening methodologies that streamlined the applicant review process, identifying a larger pool of best-match candidates faster and more cost-effectively than any conventional means. Once candidates had been prescreened and selected for further assessment, Spherion quickly moved each one through onsite interviews and hard- and- soft-skills testing.

In total, the extensive assessment process is a multi-step evaluation and job orientation. Through this phased and rigorous hiring process, Spherion was able to deliver skilled, motivated workers who stay longer, contribute more and drive higher patient satisfaction and loyalty.

## Value Delivered

Results were measurable and unmistakable:

- The six-year partnership between The Cleveland Clinic and Spherion brought. The Foundation impressive first-year savings of \$792,731 and 2003 savings of \$134,236 through continued improvements.
- The caliber of The Foundation's workforce increased from 3.0 to 4.5, on a scale of 1-5.
- By implementing a flex-to-hire program, Spherion reduced the Foundation's cost-per-hire by \$4,805.

Implementation of the Spherion solution decreased turnover by a full 90%—and decreased time-to-fill by a measurable 200%!

*Spherion Corporation has more than 20 years of staffing expertise in non-clinical healthcare. We will be sharing our methodology with you when you have a need for staffing—either for direct-hire placements or for your flexible workforce. The Spherion solution for non-clinical healthcare staffing—your organization's Rx for success.*

*To learn more about Spherion staffing and workforce management solutions, visit [www.spherion.com](http://www.spherion.com).*