



SUCCESS STORY

Challenge

A major NHS Trust Hospital faced difficulties in their recruitment due to a vastly complicated process. A new recruitment software system had recently been installed, but due to poorly-managed implementation, staff were overwhelmed by the 41-step process and morale had plummeted.

To compound the problem, the Trust experienced an increase in recruitment requirements of over 60% during 2015. The result was extremely long lead times and a major shortage of nurses.

Approach

Drake Medox engaged an external Lean Six Sigma consultant to identify and address inefficiencies within the process.

A critical key to the success of this Change Management programme was the inclusion of all stakeholders at each stage in the design of the solution, and coupled with positive, timely communication at all stages, the result was an excellent level of 'buy-in' from all stakeholders.

Solution

The previous 41-step process was streamlined to a paperless 17-step process, which resulted in a 55% reduction in the time-to-hire from 62 days to 28 days.

In addition to this, the recruitment process overall was streamlined with the vacancy fill rate showing an 87% improvement in the first 6 months alone.

Greater efficiencies were further created by the workforce team becoming fully engaged and positively working together, and by a 50% reduction in the number of Safer Staffing meetings.

Due a streamlining of the system, process breaches have been significantly reduced to almost zero, resulting in improved compliance.

KEY SUCCESSES



Vacancy Fill Rate Improved by 87%

Streamlined candidate processing resulted in a much needed boost to staffing levels.



Lead Time Reduced by More Than Half

Efficiencies created by the new process meant that the time to hire was **reduced by 55%**



Process Breaches Reduced to Almost Zero

A more user-friendly system has resulted in processes being better adhered to.