



From Workforce Strain to Workforce Strength: A Roadmap for HR and Financial Resilience

\$1.2M Savings in 6 months	5000+ Employees impacted	30+ Process improvements implemented	10+ HR performance metrics improved	15% Increase in overall employee experience
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THE CHALLENGE

The hospital was facing significant challenges in recruitment and retention, with vacancies and open requisitions more than doubling in the past year. Turnover had also risen sharply, leading to increased reliance on agency labor, higher overtime costs, and mounting pressure on patient care continuity.

These challenges reflected broader healthcare industry trends, pandemic aftershocks, clinician burnout, and rising local cost-of-living pressures, but the consequences for this hospital were acute. Workforce instability directly eroded financial performance, strained existing staff, and risked the quality of patient care.

Human Resources emerged as the rate-limiting factor in performance, driving labor inefficiencies, higher expenses, and slower hiring cycles. To address these issues, hospital leadership engaged us for an independent review of their HR function to uncover root causes, benchmark against industry best practices, and design a targeted roadmap for workforce stabilization and long-term resilience.

THE SOLUTION

1. What

- Comprehensive HR & Talent Assessment, including a findings and recommendations report with a targeted roadmap.

2. How

- Phase I: Comprehensive HR & Talent Assessment, including a findings and recommendations report with a targeted roadmap.
- Phases II-IV: Execution through focused workstreams; leadership alignment, labor management restructuring, recruitment optimization, compensation revamp, retention strategy, and more.

3. When

- The key activities for phase 1 and 2 took place from August 2022 through February 2023.

THE EXPERIENCE & DIFFERENTIATOR

- Dual focus on human experience and financial turnaround
- Implementation support until full independence
- Re-energized teams and leaders with improved alignment and collaboration
- Strengthened skills and knowledge across HR and operations
- A culture of problem-solving and solutions-oriented thinking

QUICK FACTS

Industry

Life Sciences | Health Care

Revenue Earned (2022)

\$845 Million

Operating Income (2022)

\$21 Million

Founded in

1956

Size Company

5000+ employees

Hospital(s)

4,500 patients

Notable Health Care Services

Cancer, Heart, Orthopedic, and Surgical Services and Birth Center

THE IMPACT

Within a 6-month period, in partnership with our client the following quantifiable results were delivered:

Cost Savings of	\$1.2 M
Net New Hires increased by	282%
Turnover Rate decreased by	77%
Agency Labor Cost decreased by	40%
Open Positions decreased by	20%
Overtime (rate) decreased by	14%
Time-to-Hire decreased by	11%
Diversity hires increased by	5%