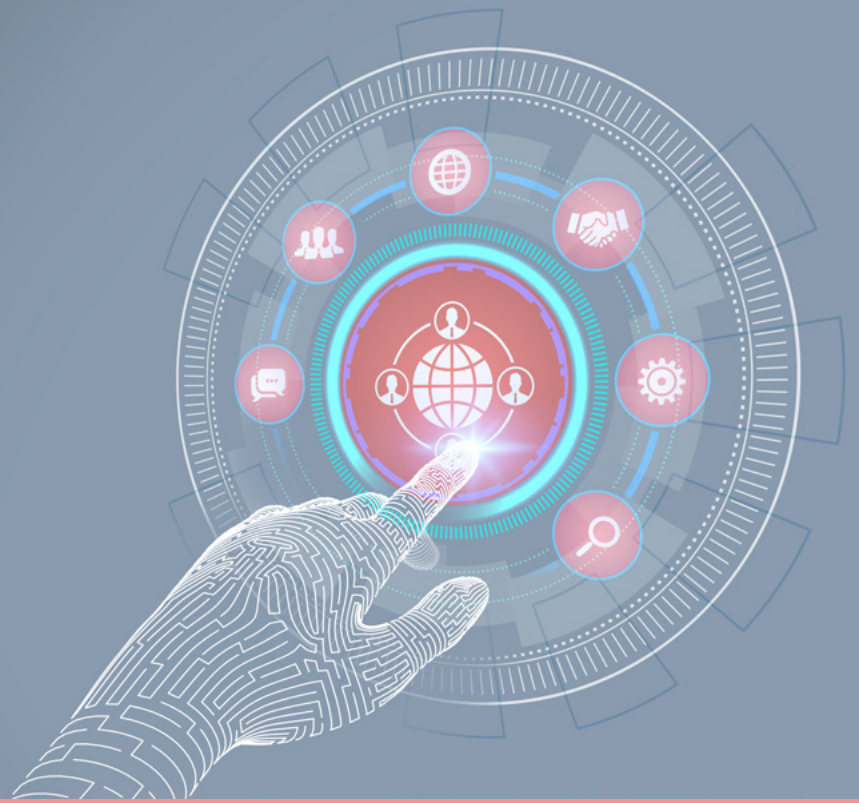


ttm

Healthcare Solutions

We Power Potential

RPO Case Study



TTM's RPO Solution delights major healthcare provider

An agile response and capacity to scale saw TTM's Healthcare Process Outsourcing Division being awarded 509 recruitment campaigns from an initial 50. With all contracts complete, the client is delighted by the results.

The Challenge

When a large public healthcare provider contacted TTM in December 2020, the organisation's immediate need was to outsource 50 recruitment campaigns. With winter approaching and the Covid pandemic at its height, the internal teams urgently needed to free up capacity.

TTM's Healthcare Process Outsourcing Division was set up to respond to exactly this kind of need – allowing clients to outsource their non-core activities to expert teams during times of staff shortages or increased service demand. The HPO Division draws on its experience, expertise and passion for the sector to take care of essential processes and tasks.

In turn, client capacity is freed up to enable staff to focus on what they do best – building and growing vital services.

The HPO Division quickly mobilised the campaigns, working diligently and at pace to source and place candidates in time for the 2020 winter season. Thanks to the team's quick response and capacity to scale, the client issued TTM with a further 459 campaigns in 2021.

The Solution

With an extensive number of campaigns to activate, brilliant partnership working was critical. The Healthcare Outsourcing Division took care to listen deeply to the client's needs before deploying an

insights-driven, results-focused approach. They supported with:

- Provision and deployment of a team of 16 highly skilled Talent Management Consultants and Administrators, dedicated to this bespoke project
- A full end-to-end recruitment drive for 509 campaigns, leading to the successful placement of 851 clinical and non-clinical candidates
- Responsibility for Job Specification development, advertising, eligibility sifting and shortlisting, interview scheduling and results, pre-employment checks, contracting and payroll setup
- Management and actioning of all formal and informal appeals
- Weekly MI reporting to keep the client fully abreast of the status on all campaigns, including the forecasted number of new starters each month
- Continued management of 509 recruitment panels, created to facilitate future posts and job approvals

The Result

Fast forward to present time, and TTM is proud to look back at a strong track record of delivery and a flourishing client relationship. All campaigns were successful completed to schedule – ensuring the right candidates were in the right roles to meet the client's needs.

Of the roles filled, 25% of these roles had been vacant for more than 24 months prior to TTM being issued the campaigns. 65% are in non-healthcare and non-clinical roles, such as Finance, IT, Marketing, Compliance and Risk, together with all grades of clerical staff.

Conclusion

Therese Breen, Business Manager, says: "We're delighted our HPO Division has exceeded client expectations to place a significant number of talented healthcare professionals in roles. Since its inception, the Division has been proud to provide end-to-end process outsourcing to help our clients meet demand and reduce waiting times.

"This particular relationship has gone from strength to strength – a great example of how TTM's teams work in true partnership with healthcare providers across Ireland and the UK."

Talk to Us Today

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