

## SAINT JOSEPH MERCY HEALTH SYSTEM

### TimeDriver improves candidate experience and helps healthcare recruiters fill jobs faster

“TimeDriver helped us put into place a seamless, effective process for pre-screening job candidates. We’ve eliminated the back and forth phone calls, saved recruiters time and reduced the time it takes to fill a position.”

*Rob Britton  
Senior Recruiter  
St. Joseph Mercy Health System*



### Scheduling interviews frustrated recruiters and candidates

Saint Joseph Mercy Health System (SJMHS) is a seven hospital regional health care system that employs nearly 14,000 nurses and staff and 2,700 physicians throughout southeastern Michigan. SJMHS provides a unique blend of advanced medicine and compassionate care for its patients. Unfortunately, as support departments have become leaner, and economic conditions have increased job applicant volume, opportunities for increased efficiencies within the hiring process were identified. “Last year, our recruiters had nearly three times as many open job requisitions than the previous year, and were receiving hundreds

of applications per day. To fill the positions we needed to schedule interviews with approximately 1,000 candidates. It was not uncommon for recruiters to receive 40 or more voice messages each day,” recalls Robert Britton, senior recruiter at SJMHS. “A telephone pre-screen interview with each potential candidate often took as many as 3-4 phone call attempts, and when we did connect, often the candidate was not prepared. As a result, our time-to-fill metrics and the candidate’s experience with SJMHS were negatively impacted. We knew there had to be a solution available that would improve the efficiency of our hiring process.”

### Self-scheduling reduces time-to-fill positions by 28%

A Google search lead SJMHS to TimeDriver, a cost-effective, appointment invitation system that allows candidates to schedule interviews at their own convenience. “Now, we send an email to candidates with a TimeDriver link embedded in it, asking them to self-schedule their interview via the Web. The added efficiency has reduced our job requisition time-to-fill by 28%, and we regularly receive comments from

applicants on how much they appreciate the TimeDriver functionality,” concludes Britton. “The time savings allows recruiters to manage a fluctuating requisition volume and still work on strategic initiatives for the organization. For years, SJMHS has been at the forefront of combining clinical excellence with compassionate care. TimeDriver helps us provide world class service in our hiring process.”

#### About Saint Joseph Mercy Health System

Saint Joseph Mercy Health System, a member of Trinity Health, has been at the forefront of combining clinical excellence with compassionate care to improve the health of communities across Michigan. Through its network of hospitals in Ann Arbor, Livingston and Saline, as well as 18 outpatient facilities throughout southeast Michigan, SJMHS offers patients access to some of the area’s top medical programs and health care resources.

- Who?** Robert Britton, Senior Recruiter, St. Joseph’s Mercy Health Center
- How?** “Click to Schedule” link in email
- Usage?** 1,000 appointments annually
- Benefits?** Reduced time required to fill a position by 28%  
Improved candidate experience  
Eliminated approximately 40 voice mails per day per recruiter



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