

CASE STUDIES

Recruitment Process Audit.

Conducting an impartial review and analysis for a major hospital and health services provider.

troocoo
people advisory

The Organisation.

The Mackay Base Hospital is the referral hospital for the region, one of the most modern healthcare facilities in Queensland. A state-of-the-art facility, equipped with leading edge technology to assist in providing the highest level of care to patients.

Around half of the staff from the Mackay Hospital and Health Service are based in the Mackay Base Hospital. Around half of the allocated \$500 million annual budget for the region is also utilised at the Mackay Base Hospital.



The Challenge.

Troocoo People Advisory (TPA) were engaged to conduct a complete and systematic review of Mackay Base Hospital's approach to recruitment, as well as the systems and processes that were being utilised.

The main areas of concern that were highlighted and investigated were:

- The limited ability to access qualified talent for the region.
- The perceived damage to the 'Brand' in certain specialties due to some external public investigations that were taking place at the time.
- The potential inefficient and ineffective processes, compounding problems in the challenging market.
- The poor and out of date Employee Value Proposition (EVP).



The Solution.

The deliverables of the project included a summary report of recruitment current state, together with detailed analysis and benchmarking against industry recognised recruitment best practices.

A gap analysis was also provided with recommended quick solutions together with more fundamental improvements.

Each suggested solution was categorised against the following:

- Category
- Pain-point
- Solution
- Impact
- Cost
- Timings



Outcomes.

TPA created a 34-page report that evaluated the organisation's current approach to recruitment against 'best in class' methodologies.

TPA also provided an in-depth list of strategic and tactical considerations including 17 discreet recommendations, detailing impact and estimated time and cost investment required.

Why Leverage An Impartial Review?

By conducting a systematic in depth and impartial review of the organisation's approach we were able to provide some tangible insights into significant areas for improvement, together with the associated business case to implement these improvements.

Summary.

TPA's bespoke recruitment process audit solution is a great way to 'baseline' your organisation's current approach to recruitment activities. It is also an ideal approach to identify the most appropriate and effective ways to make tangible improvements, leveraging the experience and multi-industry perspective of TPA's Consultants.



Want to learn more about optimising your talent processes?
Schedule a free consultation with the Troocoo People
Advisory team today.



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