

## Saving Lives & Money

## How Hennepin County Medical Center Became more Efficient

### Organization Profile:



Founded in 1887 in Minneapolis, **Hennepin County Medical Center** is Minnesota's premier Level 1 Adult Trauma Center and Level 1 Pediatric Trauma Center with many nationally recognized programs and specialties. Here we'll see how they improved their Talent Acquisition and selection practice with world-class best practices and Checkster.

### Scaling Efficiently:

Hennepin County Medical Center, as a growing organization, had to decide how to best scale its talent acquisition organization. One area in which much time was wasted was the reference checking process. Recruiters would request 3 references from each candidate before starting a telephone tag game. Typically, the recruiter would leave a message for a reference and then the reference would call back to leave another message, and it therefore took much effort and time to gather crucial information. As the world evolved into a more digital age and people became easier to reach by digital means than phone, Hennepin decided to upgrade its recruitment process and save time with Checkster. Now they have, on average, over 5 references per candidate with the first 3 responding within 48 hours, and their team no longer spends any time on the phone.



Fred Owusu,  
Vice President of Human  
Resources - Hennepin County  
Medical Center

### A Better Objective, Comprehensive Measure

The original intent to save time was achieved with Checkster, along with an unexpected benefit: a quality report, the qualification of the references and the information collected was improved. "I think it is a much better objective, comprehensive measure," states Ann Eilbracht, HR Operations Director at Hennepin County Medical Center, in response to Checkster's reference check process.

Before Checkster, Hennepin was unable to qualify the references, but can now see how recently people have worked together, for how long and in what capacity. They can also detect fraudulent references. Fraudulent references are a reason to disqualify a candidate, and "before Checkster we would have hired those people," Says Ann Eilbracht.

### Where Leadership Matters

Often, change in organization is difficult to perform, and a leader will be met with some change management. Hennepin was no exception. Recruiters and managers were supportive but needed validation at first, as some thought those applying for entry-level positions would be unable to provide the email addresses of references, but this has proven to not be the case. “Recruiters would be upset if we removed Checkster today,” states Ann Eilbracht. “Managers were a little suspicious at first about the process, but once they experienced the results, they were convinced about the power of the tool.” This is why leadership is essential, as a leader must often guide organizations and individuals towards new and unfamiliar practices. Ann Eilbracht says she would re-implement Checkster if she had to move to another organization.

***“I think it is a much better objective, comprehensive measure.”*** –Ann Eilbracht, HR Operations Director at Hennepin County Medical Center

### Checkster’s main benefits for Hennepin:

- ➊ **Saves Time.** The ease of use of the application and the fact that recruiters do not have to call people is major.
- ➋ **More Objective & Comprehensive.** The ability to identify fraudulent references and the increased quality of information collected has provided a new level of screening accuracy.
- ➌ **Better Services to Our Managers.** The ability to show numerical and written feedback from references helps hiring managers avoid bad hires.

Checkster provides feedback tools that have revolutionized quality 360 degree feedback, interview debrief and employer reference checks.

More info:



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