



Hiring the Best Talent

September 20, 2017

Meet Your Facilitator



- Gene R. Brown, COO - OfficeWorks
- Over 12 years of experience in Healthcare Staffing
- MS – Information Decision Systems, SDSU
- BS – Accounting, SDSU
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Agenda

- **Where to Find Good People**
- **Resumes** – how to quickly think slice resumes
- **Behavioral Interviewing** – how to hear what they aren't telling you
- **Timing is Everything** – if you snooze you lose
- **Cost of Turnover** – what does it cost you when someone leaves?
- **References** – what they don't say says a lot

Where to Find Good People

Active Job Seekers

indeed®

CAREER
BUILDER™

monster

craigslist

Your Website

A Lot of Junk to Weed
Various Pricing Models

+

Passive Job Seekers

Professional Network



Strong Relationships
A+ Candidates

OFFICEWORKS

Resumes – how to quickly thin slice resumes

Jane Doe

Certified Medical Assistant

(e) onecrazyma@yahoo.com (p) 760-111-2222

Professional Summary

Responsive Certified Medical Assistant who thrives in delivering compassionate efficient care in a fast-paced environment. Outstanding ability to connect with patients work collaboratively with care teams at all levels and stay abreast of all current standards and best practices. Experienced in both private physician office and large medical group settings.

Experience

Medical Assistant

2/1/2015 Present

A+ Community Clinic, San Diego

- Greeted more than 35 patients daily prepares them for exam and assesses and recorded vital signs.
- Assisted physicians on more than 4000 tests procedures dressings and lab tests.
- Administred injections and medications as directed by physicians.
- Prepare and maintained supplies for exam rooms.

Certified Medical Assistant

7/1/2013 - 11/15/2013

B+ Community Clinic, San Diego

- Input information and updated patient electronic medical records.
- Collected lab specimens and performed basic tests.

Education/Certifications

GED – Chula Vista High School BLS, ACLS, EPIC, Cerner, Blood Draws, Injections, Dressings, Time Management

First Impressions

Spelling

Grammar

Gaps in Employment

Inconsistent Progression

Trust Your Gut

Pro-Tip - Paperwork

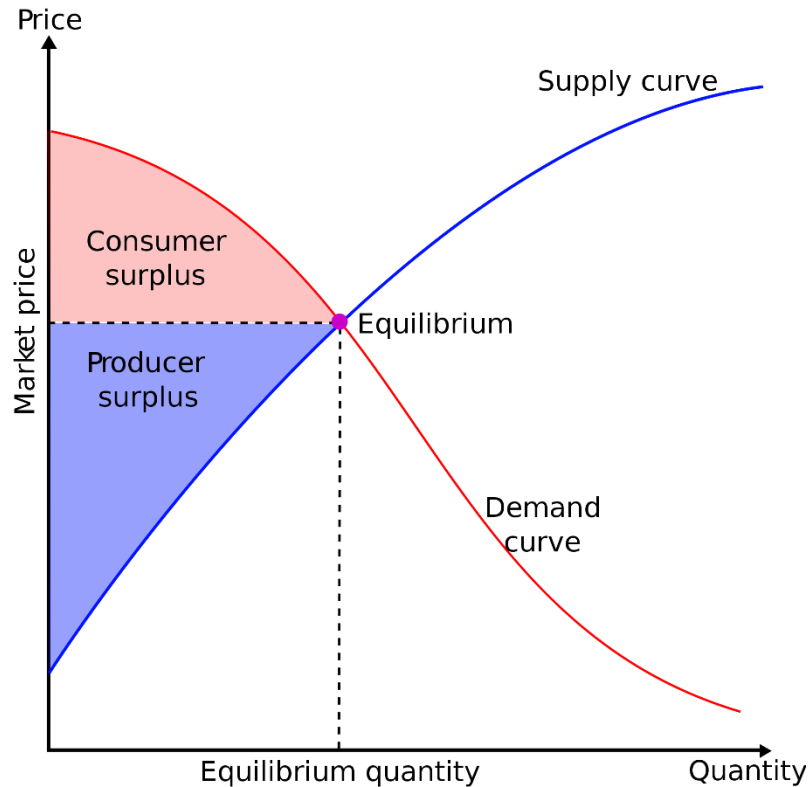
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- Interviewing 101
 - Arrived early, on-time, or late
 - Personal appearance
 - Evaluate communication skills
 - Cultural fit
 - Open ended vs. close ended questions
- Use a Standard Set of Questions
 - Consistently ask same questions to each candidate
 - Don't rush just to have all questions answered
 - Situational based questions
- Question Categories
 - Teamwork
 - Client Facing Skills
 - Ability to Adapt
 - Time Management Skills
 - Communication Skills
 - Motivation and Values

Timing is Everything – if you snooze you lose

Employee's Market

(San Diego)



2016/2017 Trend

- 25 jobs per Nurse Practitioner
- 4 jobs per Medical Records
- 6 jobs per Medical Coder
- 2 jobs per Medical Assistant

Competitive Market

- Over 1,500 group practices
- Over 100 medical clinics
- Social media impact
- Sophisticated job seekers

OFFICEWORKS

Cost of Turnover – what does it cost you when someone leaves?

- Turnover Can Be Very Costly to Your Organization
- Do You Know What Your Cost of Turnover Is?
- Costs to Include in Your Calculation
 - Pre-Departure Costs
 - Vacancy Costs
 - Orientation and Training Costs
 - Administrative and Hiring Costs
 - Additional Hiring Costs

References – what they don't say says a lot

- Use a Standard Set of Questions
 - Be creative
 - Conduct a reference similar to an interview
- How Many References Should I Get?
- Early Quality Indicator
 - Willingness to Provide Meaningful Content
- Listen to Their Tone
 - Not only what they are saying, but also how they are saying it
- Last Question to Always Ask
 - Should I hire this candidate?



OfficeWorks is Your Partner!



OFFICEWORKS
A HEALTHCARE STAFFING ORGANIZATION

10% Discount on All Staffing Services

- Dedicated account manager
- Robust database of passive and active job seekers
- Extensive candidate vetting process
- Customized credentialing program
- Includes:
 - Recruiting costs
 - Employee wages
 - Medical insurance/benefits
 - Employer taxes
 - Workers compensation
 - Liability insurance
 - Payroll/benefits administration

Medical Assistants
Front Office Specialist
Medical Biller
Medical Coder
Medical Collections
Medical Records
Patient Service Representative
Scheduler
RN/LVN
Physician Assistant
Nurse Practitioner
Medical Office Manager

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Contact Us Today

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