

References are an integral part of the hiring process. Ensuring all candidates are screened appropriately is important for compliance purposes, and more importantly, for the safety of residents and patients. However, phone based screening is time consuming, inconsistent, and offers little insight into the quality of hire.

HealthcareSource Reference Assessment[®] is a combination of behavioral science and confidential surveys. It transforms your reference checking process by getting candid views of your final candidates resulting in improved hiring decisions.

Streamlined, Efficient Process

“The reference checking process is much less time consuming for Human Resources, since they no longer have to track down references by phone or email.”

- **Mary Ann Heinen**
 Employment Specialist
 Mary Free Bed Rehabilitation

HealthcareSource Reference Assessment

Automate Your Reference Checking Process and Improve Hiring Results

If you’ve ever checked a candidate’s references, you know the challenges with the phone-based approach: leaving messages, waiting for return calls, getting limited information like dates of employment, or hearing glowing praise that provides little insight—all while your hiring manager impatiently waits for you to “check the box”. But you also know skipping reference checks just isn’t an option. Now there’s an easier, faster, and more accurate way.



HealthcareSource Reference Assessment is a predictive, online reference checking solution that makes checking references an easy and value-added step in your hiring process. This solution overcomes the traditional reference checking challenges on three levels: automation, accountability, and assessing a candidate’s fit.

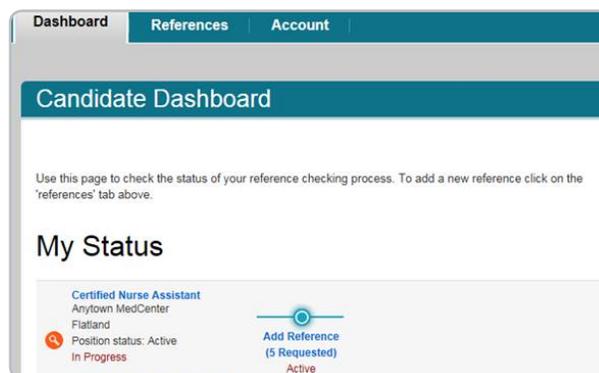
Automation – How It Works

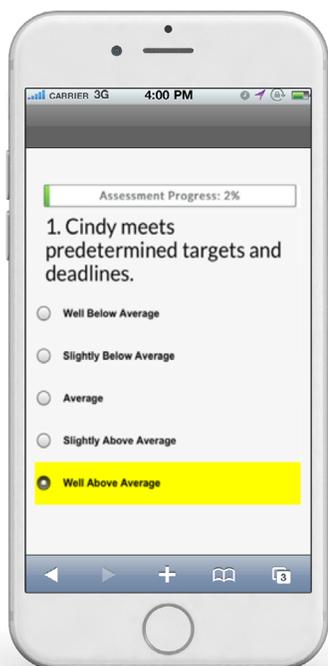
Reference Assessment automates the process of contacting candidates and reference providers, and tracking their activity and responses. The communications process involves the following three steps.

1. Human Resources controls the process by using Reference Assessment to send an email to the candidate.
2. The candidate clicks on a link in the email to go to Reference Assessment, and enters the email addresses of the reference providers to send a message that engages them in the process.
3. Reference providers click on the link in their email which brings them into Reference Assessment to complete the survey. The provider is assured their confidentiality during the survey, which often promotes more candid survey responses regarding the candidate.

Shifting Accountability

Reference Assessment shifts the responsibility for soliciting references from the recruiter to the candidate. The candidate cannot see how providers scored them or what they wrote for comments, but candidates can see who has or has not participated and can automatically generate reminders to providers to keep the process moving along. Shifting responsibility to the candidate can provide another view to how they take ownership and handle accountability. Since HR still maintains ultimate control over the process, the recruiter can step in and help with email reminders or phone calls, or remain hands-off to use the process as another indicator of the candidate’s commitment to the job opportunity.





Higher Quality Feedback

“People are more likely to participate in a reference check when they feel that the candidate has given permission for them to provide input. Individuals also give more honest information when they have multiple questions to respond to at their leisure and they can provide written comments.”

- **Jone Eve**
VP of HR
Wilson Memorial Hospital

Assessing a Candidate's Fit

Reference Assessment leverages the behavioral science of HealthcareSource Staff Assessment, the leading behavioral assessment for healthcare used at over 900 healthcare organizations to hire for fit.

Reference Assessment will help to assess a candidate's fit based on benchmarks for 120+ healthcare jobs in the following eight job families:

1. Entry-Level Service
2. Patient Care
3. Nursing
4. Administrative/Clerical
5. Technical-Professional: Clinical
6. Technical-Professional: Non-clinical
7. Leader
8. Physician

Source New Talent

The Sourcing module within Reference Assessment extends the value proposition of the solution beyond automation and prediction by increasing your recruitment brand and candidate pipeline with access to an entirely new talent pool.

Sourcing from Reference Assessment provides the opportunity for references to opt-in to be considered for job opportunities at your organization. References answer a short list of questions about their career intentions and timeframe, which generates their Hire Readiness IndicatorSM score based on current job satisfaction, allowing you to accurately prioritize recruiting efforts based on who's most likely to make a job move. Branded email templates and customizable reference thank you pages increase the likelihood of opt-in from references; meanwhile, the fully searchable database ensures you can reach potential candidates quickly and easily.

The Results

Using Reference Assessment you can expect to:

- Save 80 to 90% of recruiters' or human resources' time spent on traditional reference checking
- Improve response rates and quality of input from reference providers
- Provide hiring managers better insights on final candidates
- Develop a talent pool from reference providers who “opt-in” for future contact

