BACKGROUND

Historically, Mayo Clinic Rochester has been an open access center, with very few restrictions, allowing integration into the city and surrounding areas. At the peak of the COVID-19 pandemic, Mayo Clinic took active steps to limit access in order to reduce exposure to the virus. As the facility was shut down due to COVID-19, CMS required healthcare facilities to develop and implement plans to limit access to the hospitals and clinics from over 25+ open access entry points to 11.

In addition, the mainstreaming access, federal agencies like the CDC and CMS required healthcare facilities to develop and implement plans to limit access to the hospitals and clinics from over 25+ open access entry points to 11.

As Mayo Clinic responded to the COVID-19 pandemic, the lack of a sufficient workforce was identified as a significant risk. The reimagined recruitment process was successful in recruiting a large entry-level workforce quickly, and connections throughout the city, and the surrounding area were made. With the success of recruiting this new diverse workforce, it was important to Mayo Clinic to retain the skilled labor of its employees. To accomplish this, a talent management program was created which included a resource guide for career development, inclusion of resume and interview preparation resources and tools for employees to understand and explore other roles at Mayo Clinic.

RESULTS

Recruitment and Retention:

• 599 applicants were interviewed
• 67% of those interviewed were hired
• 25% of those accepted offered
• 50% of those offered accepted

The above figures display the trend that hired and retained candidates from the PATH have shown equal distribution in diversity.

The reimagined recruitment process was successful in recruiting a large entry-level workforce quickly, and connections throughout the organization ensured retention of those staff member’s long-term. This was a result of the alignment of the application and interview process, effective onboarding, and creating a talent management program. In addition, Mayo Clinic experienced increased diversity in our workforce. The process is being extended to other applicable work units that are experiencing challenges with recruitment.

CONCLUSIONS

The reimagined recruitment process was successful in recruiting a large entry-level workforce quickly, and connections throughout the organization ensured retention of those staff member’s long-term. This was a result of the alignment of the application and interview process, effective onboarding, and creating a talent management program. In addition, Mayo Clinic experienced increased diversity in our workforce. The process is being extended to other applicable work units that are experiencing challenges with recruitment.