BACKGROUND

Historically, Mayo Clinic Rochester has been an open access center, with very few restrictions. Allowing integration into the city without barriers would be a major shift. At the onset of the COVID-19 pandemic, Mayo Clinic took active steps to limit access to the hospital and clinics from non-affiliates.

In addition to monitoring access, federal agencies like the CDC and CMS required healthcare facilities to develop and implement workforce solutions to prepare for and respond to the expanding scope of COVID-19 as essential business activities resumed.

To staff this new role, initially the position was listed on the internal platform. It was created to leverage employees from units who were not currently doing work related to COVID-19. As the role filled, it became clear that this role was an additional layer of support to improve access into the facility.

METHODS

In partnership with HR, recruiters utilized a variety of tactics during a 2020 recruitment initiative including online job posting and virtual career fair for weekdays and weekends, engagement with community organizations, and charging a referral bonus from current staff. The vacant position was advertised to current employees utilizing the online self-scheduling software to schedule online video interviews, to fully expand the language and cultural diversity. The reimagined recruitment process was successful in recruiting a diverse workforce quickly, and connections throughout the facility ensured retention of those staff member’s long term.

RESULTS

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. As the practice and institution began to see patient volumes rebound above pre-COVID-19 levels, there was an identified gap in the workforce, as previously employed staff were reassigned.

With the success of recruiting this new diverse workforce, it was important for Mayo Clinic to remain engrossed in the cycle of recruitment. 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. With the success of recruiting this new diverse workforce, it was important for Mayo Clinic to remain engaged in the cycle of recruitment. 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.

With the success of recruiting this new diverse workforce, it was important for Mayo Clinic to remain engaged in the cycle of recruitment. 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. The reimagined recruitment process was successful in recruiting a diverse and inclusive workforce quickly, and connections throughout the organization ensured retention of those staff member’s long term.

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. As the practice and institution began to see patient volumes rebound above pre-COVID-19 levels, there was an identified gap in the workforce, as previously employed staff were reassigned.

With the success of recruiting this new diverse workforce, it was important for Mayo Clinic to remain engrossed in the cycle of recruitment. 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.
Brand Safe Area (Black bar above): The upper title banner section of the poster provides a brand safe area for the logo, title and author/affiliation text. Title/author text boxes may be stretched left and right to fit copy but should not move vertically. No photos, illustrations, patterns or graphic are allowed within this area. A logo representing a magnet affiliation may be placed in the upper right corner within green guideline space.

Poster Body Area: Research text, figures, tables and graphs should appear within this area, starting at red guideline. No photos, illustrations, patterns or graphics are allowed in the background.

Use the text boxes in the template when possible and use the formatting brush in the home panel to copy and paste text and bullet formatting.

THIS TEMPLATE IS HALF SIZE