

CASE STUDY

TRS Managed Services & TRS International Partner with McAlester Regional to Solve Staffing Challenges

When McAlester Regional Health Center in McAlester, Oklahoma struggled to maintain consistent staffing, TRS Managed Services and TRS International were there to help resolve McAlester's workforce challenges through an innovative partnership.

THE CHALLENGE

McAlester Regional Health Center is a 149-bed rural hospital and Level III Trauma Center in Southeastern Oklahoma. The 18,000 residents of McAlester and up to 144,000 people in eight nearby counties rely on the facility's services, as the next-closest hospital is more than an hour away.

The hospital's rural location made it challenging to attract and retain enough full-time staff, adding to turnover rates and expenses.

THE SOLUTION

TRS Managed Services and TRS International partnered with McAlester Regional to develop appropriate workforce strategies and source qualified candidates according to their unique needs. This has kept the hospital well-staffed and able to provide quality, local care.

TRS Managed Services and TRS International Staffing are leaders in providing workforce solutions, supporting community hospitals, critical access hospitals, and other facilities throughout the United States.

THE PROCESS

"When the hospital's leadership team went looking for a new partnership to manage their supplemental healthcare staffing, they wanted to work with a preferred member of the Oklahoma Healthcare Association (OHA) and a LifeCare Preferred Provider," explained Lucy Muller, Executive Director of Human Resources, Education and Volunteer Services at McAlester Regional Health Center.

TRS stood out for its reputation and experience. Jeremy Wilson, Vice President of TRS Managed Services & TRS International, and his leadership team took time to build relationships with McAlester's leadership.

"The people at TRS have come to our hospital and have taken the time to get to know our nursing leadership team and have gotten to know our area. This has helped them become very adept at matching us culturally," Muller noted.

"Relationships are the core of any staffing partnership," said Wilson. "We want to understand their pain points and successes. McAlester's team was transparent and provided insights and feedback that helped our team deliver the best possible solutions and candidates."

THE BENEFITS OF PARTNERSHIP

Flexible, Customized Staffing

Whether experiencing staff vacancies, the COVID-19 pandemic, or unit expansions, McAlester has been able to rely on TRS Managed Services to help maintain optimal staffing levels.

"The TRS team understood our recruitment challenges in rural Oklahoma and did a market analysis on our behalf, Muller said. "Jeremy and the team find candidates that are a good fit for our community, organizational culture and patients in a timely manner so that we are able to sustain patient care," Muller said.

"It's the service you get from TRS. It is very personal, flexible, and centered around ensuring that the customer—my organization—is happy," said Muller.

International Direct Hire Program

To date, McAlester has hired 19 international candidates that were sourced, vetted, and processed through U.S. Immigration with the assistance of TRS International's direct hire team. This permanent placement model ensures that clients only pay a one-time fee for each candidate and that the candidates are sponsored and employed by the hospital.

"The only thing that I had to do was arrange the Zoom interview, and once we made the offer, TRS took care of the rest," added Muller. "They made the process super easy."

Lisa Taylor, Vice President of TRS International, explained that she has experience sourcing and placing international healthcare workers in the U.S. for decades and that she and her team know how to navigate and simplify what otherwise could be a complex process. "It has been a pleasure to help Lucy and the other managers at McAlester secure excellent new hires who are excited to join their staff and are set up to succeed," Taylor said.



Healthcare professionals sourced by TRS International are loving their new career experience at McAlester Regional Health Center.

Quality Candidates & Service

TRS Managed Services and TRS International have streamlined the candidate selection and placement processes to deliver top talent.

"We get great placements and have been very happy with the clinicians from TRS," Muller noted. "Having a working relationship like I have with the team at TRS makes my day easier. They understand upfront what my frustrations are and can head them off so that I have less challenges to deal with."

Consulting & Training Services

During their seven-year partnership, TRS has provided consultative services and focused training for McAlester's leadership. The training has helped executives and unit managers learn to respect personality differences, open dialogue, and work together more effectively.

SUMMARY

McAlester Regional's partnership with TRS Managed Services and TRS International helped the facility overcome recruitment challenges so that it could continue serving its communities without interruption.

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