TRILOGY
HEALTH SERVICES, LLC

Case Study:
Trilogy Health Services

"Recruiting a qualified nurse, completing the required background check, and getting them trained and on the floor to provide our residents with excellent care helps Trilogy maintain our primary focus of quality customer service. Since the implementation we have been able to accomplish this goal at a quicker pace."

John Turner
Employee Services
System Support

Trilogy Health Services reduces hiring process by 43% with the help of a custom screening integration between Justifacts and iCIMS

Trilogy Health Services

Since 1997, Trilogy Health Services has been dedicated to being the best healthcare company in the Midwest by providing exceptional, comprehensive care to seniors in every community we serve. Trilogy communities offer a full range of personalized services, from independent and assisted living, to skilled nursing and rehabilitation services. Trilogy employs over 13,000 associates, and currently operates senior health and hospitality communities in Indiana, Ohio, Kentucky and Michigan. At Trilogy Health Services, our motto of being compassionately committed to excellence in customer service is evident in everything we do.

Challenge

Time-consuming paper process

Prior to the partnership with Justifacts and iCIMS, Trilogy was using a non- integrated system. "Our process was considerably more time consuming, and information was more difficult to access", explained John Turner, Employee Services System Support at Trilogy Health Services. "We wanted a solution that would be electronic, easy to use, and efficient for prospective employees and those internally who are accountable for the new hire process."

Challenge

Become more competitive when recruiting healthcare professionals

In a fast-paced healthcare industry, recruitment of top talent is a top priority. "Recruitment in the healthcare industry is very competitive as the number of positions available are outpacing the number of qualified talent to fill these positions. We needed something that is both efficient and effective to use since our focus is to hire, train and have qualified employees in our facilities to provide exceptional customer service to our residents," said Turner. The priority on recruitment combined with a disjointed process was creating a barrier.

Justifacts
Credential Verification, Inc.

Integration Case Study
Healthcare

Solution

Custom Justifacts - iCIMS integration

Justifacts and iCIMS worked together with Trilogy to develop a comprehensive customized screening solution that is accessible from the iCIMS Talent Platform. This customization, along with the Justifacts' background screening process, ensures that hiring timelines can be shortened in order to be competitive in health-care recruiting. "During every call, both iCIMS and Justifacts were clear on the objectives and expected outcomes. Both parties worked collaboratively to achieve the goals. I can honestly say that the experience was professional, productive and extremely positive from beginning to end" explained Turner. "Recruiting a qualified nurse, completing the required background check, and getting them trained and on the floor to provide our residents with excellent care helps Trilogy maintain our primary focus of quality customer service. Since the implementation we have been able to accomplish this goal at a quicker pace".

Superior Customer Service

Justifacts provides a dedicated account team structure with Account Managers available for questions and able to assist Trilogy with our needs. Turner adds, "Since the integration, our Justifacts' account team has been fantastic! Trilogy is in a growth mode with 100 different locations and more to come. Throughout the year, the Justifacts account representatives consistently responds to all inquiries/requests timely, as we need to make changes, add users or locations. The feedback from our locations has been overwhelmingly positive. Any time I mention our Account Manager's name, our employees provide positive feed-back on her level of customer service and dedication to our account. It is fantastic to have great personal service!"

Result

A joint effort between Justifacts and iCIMS has reduced Trilogy's hiring process. Turner concludes, "Since the integration launched, the background check process has increase efficiency by **43%** relative to the return of information on completed criminal back-ground checks and the response time from our account team has been exceptional!"