



How Mercy Leverages AI in Hiring to Accelerate Their Mission of Delivering a Transformative Health Experience

HiredScore identified and surfaced the right talent from Mercy's databases, increasing application rates of high quality talent, reducing costs, and dropping time to fill for key medical roles.

Company

Mercy

Company Size

+40,000 employees

Industry

Hospitals and Healthcare

ATS + HCM

iCIMS



Finding qualified talent who want to work at our hospitals, aligned to our mission and values, is a challenge, but with Fetch, we have the solution. Fetch discovers qualified talent who converts at unprecedented levels, removing the risk that we miss relevant leads, reducing time to slate, and returning our focus to delivering compassionate care and exceptional service."

Paul Kinsey

Executive Director – Talent Acquisition Innovation, Mercy Office of Talent Excellence

Challenge

With a 200-year legacy, Mercy Health stands as one of the US's largest Catholic health care systems, deeply committed to enhancing community health with utmost dignity. The backbone of this mission? The exceptional professionals they hire. It's crucial that key roles remain filled without prolonged vacancies.

However, a rising tide of retirements, burnouts, and the inherent risks in healthcare have spurred an acute labor crisis. Current projections from the United States Department of Health and Human Services paint a daunting picture: a current shortage of 100,000 nurses and an anticipated annual shortage exceeding 60,000 RNs for the next decade*.

Addressing this, Mercy Health urgently needed to engage and onboard adept, ready-to-serve nursing talent. Here's where HiredScore's Fetch AI stepped in. While Mercy's databases contained talent matching 90% of their job requirements, issues like ATS search, non-AI sourcing, and recruiter capacity meant most of these prime leads vanished into the "ATS blackhole".

*As per the 2020 HRSA Nurse Workforce Projections report

Solution

HiredScore's Fetch instantly discovered high converting and qualified leads, enabling Mercy's recruiters to build slates for hard-to-fill, expensive medical roles at record speed and lower costs. Whether those candidates had been interviewed previously, had withdrawn, applied to the wrong job for them, or were never viewed, Fetch reviewed 100% of passive leads for every new role, ensuring Mercy Health and their Talent Acquisition team could continually carry out their mission with quality and compassion.

Results Achieved In The First 6 Months Of Launch:

500%

Apply Conversion

Fetch Leads applied at a rate 5x higher than average candidates

350%

Offer Rate

Offers were extended to Fetch Leads 3.5x more often than to average candidates

+2x

Candidate Interest Rate

Invited Fetch Leads applied to 2-3 requisitions, surpassing the average 1.2 requisitions per applicant

89%

Coverage for Nursing Roles

Each critical role benefited from over 4 leads surfaced by Fetch

25%

Time to Slate Reduction

From pre- versus post-HiredScore AI deployment