

# The true costs of recruitment (Fitzgerald 2015)

## Inputs

### Investment

**Overseas recruitment per nurse recruited = £6371.41**  
(cf. £403.70 when locally recruited)

### Direct costs

- › HR Staff to prepare and liaise with Nursing Agency
- › Staff – 2 representatives; 1 from surgery and 1 from medicine to fly overseas for interviews
- › Travel
- › Admin
- › Budget for overseas recruitment
- › Extra training and support
- › Pastoral care

## The service

### Journey through Service

#### Overseas recruitment drive in Italy

- › Recruitment trip to Rome for 3 days
- › Liaise with CPL recruitment company who plan and organize overseas trip
- › Testing of students prior to interview
- › Portfolio support to gather evidence
- › Portfolio assessment
- › Pastoral care, training and support of nurses recruited

#### Challenges

- › language barriers
- › risk to patient care
- › cultural and training differences - additional staff time required to mentor and supervise recruits
- › staff retention

#### To improve:

- › Continuity of care
- › Care planning
- › Multi-disciplinary liaison and team approach to care delivery

#### The innovation

Overseas recruitment to help to bring wards up to full establishment, reduce agency costs and ultimately improve standards of care

## Summary of benefits

### For the service users

- › Continuity of care

### For staff

- › New recruits motivated to work in UK – bounce in staff morale
- › Reduced use of agency staff increases continuity of care
- › Improves cross-cultural understanding

### For the organisation

- › Pool of nurses available in Italy cf. local shortage and competition therefore can recruit a significant number in one go
- › Contributes to overall recruitment strategy and helps to meet CQC standards in safe staffing
- › Contributes to reduction in agency use (an agency nurse costs approx. £2500 per month more than a nurse in a substantive post)
- › Additional cost of overseas recruitment recouped after 2.54 months from avoided agency costs
- › Brings diversity to the trust
- › Recruitment Agency organizes a substantial part of the recruitment process