



CASE STUDY

TRS International Solves Critical Staffing Needs for NMC Health

TRS International is a leader in international healthcare staffing, sourcing qualified healthcare professionals from across the globe to fill workforce gaps at community hospitals, critical access hospitals, and other facilities throughout the United States.

With a personalized approach to staffing solutions, TRS International facilitates fast yet thorough placements that benefit the facility and healthcare professionals alike. When the Kansas-based hospital Newton Medical Center (NMC), part of NMC Health, found itself struggling to address staffing needs with traditional solutions, TRS International was there to connect them with high-quality candidates.

The Challenge

Located in Newton, Kansas, NMC is a 99-bed community hospital offering comprehensive healthcare, including emergency services and surgical care. The facility's more remote location lends itself to staffing shortages, which can strain both permanent staff and the community the facility serves.

This was especially true in the summer of 2021 at the height of the COVID-19 pandemic, when the facility struggled to find candidates to fill high-demand positions. Traditional staffing solutions like domestic hiring fell short of the facility's urgent needs, and with the pandemic surging through the nation, it was more important than ever that NMC be equipped to meet the healthcare needs of its community.

The Solution

In their evaluation of potential staffing solutions, NMC hiring leaders recognized that TRS International was the ideal partner to address their workforce gap, not only because of TRS's ability to provide qualified international healthcare candidates quickly and affordably, but also because the level of support TRS offers was unlike any they had seen with other staffing companies.

TRS International's solution was adaptable to NMC's needs and provided quality, cost-efficient talent when the local candidate pool became insufficient.

The Process

"We recognized the need to think outside the box," said Jaime Lopez, Human Resources Director at NMC Health.

Lopez recalled receiving an email from TRS International about its staffing solutions and saw an opportunity for NMC. "It was just a general email... but it was enough to pique my interest."

From there, Lopez got on the phone with Jeremy Wilson, Vice President of TRS Managed Services & TRS International, who listened to NMC's situation and connected Lopez with Lisa Taylor, Vice President of TRS International. "Lisa took me by the hand and led me down the path [of international healthcare staffing]. It was quick and painless," explained Lopez. NMC chose TRS International in August 2021 to staff five medical technologists (med techs) to start. By November, TRS International successfully recruited, interviewed, and signed med techs for all five positions, with the first onboarded three months later.

According to Lopez, the quick turnaround, TRS International's ability to adeptly navigate the complex legal and immigration processes involved in placing international workers, and the quality of the healthcare professionals they recruited made it clear that the company was exceptionally suited to solve NMC's needs. At one point, NMC discovered just how complex international staffing could be without a trusted partner like TRS International. Unable to use the H1-B visa process, Lopez and the NMC team were concerned they may have to abandon the international staffing option.



However, TRS International provided another viable route to keep NMC's hiring plan moving. Using EB-3 visas, TRS ensured that all the candidates were able to come to the U.S. and start work at NMC Health as planned.

"The candidates they presented us with have been thoroughly vetted, very professional [and] polite, and demonstrated a strong work ethic that has been refreshing to see. They have been and continue to be welcomed additions to the NMC Health family," said Lopez. "Frankly, I truly don't know where we would be if it weren't for the work, commitment, and just strong partnership we've held with Lisa and her team."

Summary

When it comes to NMC Health's partnership with TRS International, Lopez said the feeling is that of "family." More than even the practical merit of the staffing company's solution to their workforce shortage, Lopez cites the connection he had with the people behind TRS International as being instrumental.

"I think, honestly, the biggest piece that made a difference to me was that Jeremy and Lisa both came across as very caring and very willing to listen to understand, as opposed to listening to respond. I felt that connection with them in a way I had not felt with any of the vendors at that point. I felt like I was family, rather than a client," added Lopez.

Ready to Learn More?

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