



SUCCESS STORY

Healthcare Comes Home

ClearCo helps Pediatric Home Service find exceptional caregivers to support children in need

About the Customer



With almost 2,000 employees across 12 states, Pediatric Home Service provides critical care to medically complex children across the Midwest. Nothing is more important to the families that PHS serves than getting the highest quality caregivers to support their children. PHS is always working to recruit top talent to continue to expand and accomplish their mission of helping children with chronic medical issues make a successful transition back to home or school life.

- Nurses from Pediatric Home Service help medically complex children successfully return to a home or school environment.
- PHS uses advanced ClearCo tools like texting, drip campaigns, and interview scheduling to engage licensed nurses in a challenging labor market.
- ClearCo has helped them re-engage with a pool of over 12,000 previous applicants in their own database.
- When acquired in 2023, users were encouraged to adopt talent tools in their HRIS. After seeing ClearCo's value, the parent company adopted ClearCo across the entire organization.

The Challenge

Skilled home care nurses are hard to recruit, as there are always more open positions than qualified candidates. The COVID pandemic only complicated matters as thousands of nurses returned to high paying hospital jobs during the worst of the outbreak. Before they started working with ClearCo, Pediatric Home Service relied on outdated recruiting tools with little to no support.

"With the prior ATS we were using, you couldn't get ahold of anyone. If we had a problem, we had to figure it out. Even though we had an HRIS professional who knew that system, we still encountered technology issues that were beyond us, and that was really frustrating." - Emily Lenz, Director of Talent Acquisition

Not only are we seeing a higher number of applications, but we're seeing quality candidates coming in. It makes it hard to decide who to hire because we'll have five top-quality candidates. It's a great problem to have, especially in healthcare.

Emily Lenz

Director of Talent Acquisition



We've been here seven years, and I plan on us being here another seven. It's been a great journey, and we wouldn't have had near the success that we've had during a very tumultuous healthcare industry without ClearCo.

Emily Lenz

Director of Talent Acquisition

"We're seeing really qualified candidates coming in because we're able to use the knockout tools. So we're able to really target qualified candidates that meet the experience and skills, and have the licenses that we're looking for."

- Emily Lenz, Director of Talent Acquisition

The Solution

Fortunately, ClearCo's Advanced Recruiting Suite helped Pediatric Home Service find, engage, and hire the best nursing talent, even during the most challenging of times. PHS took advantage of ClearCo's automatic posting to dozens of job boards to cast a wide net. They added links to applications that provided mission and vision information to find candidates whose values aligned with theirs. Features like knockout questions, calendar integrations, and interview scheduling helped them find highly-qualified candidates and quickly move them into the screening process.

Above all, ClearCo's leading-edge candidate engagement and communications features help PHS maintain a pool of top-tier applicants. ClearCo's Talent Communities help them find quality candidates from their own database of over 12,000 past applicants, including many nurses who previously left to work in hospitals. PHS uses the Drip Campaigns feature to alert candidates of new job postings and keep them engaged, connecting with them via a combination of email, phone calls, and ClearText messaging. This all equates to quickly finding the best available nurses to assist their client families.

"We've been able to use ClearCompany to really be efficient with our time and our resources. It's helped us source passive candidates, it's helped us source active candidates, and it's helped us re-engage candidates." - Emily Lenz, Director of Talent Acquisition

The Results

ClearCo has not only provided Pediatric Home Service with an exceptional toolset for recruiting, but also top-tier reporting that offers transparency to all levels from hiring managers up to the CEO. Best of all, it's supported by ClearCo's award-winning customer service. ClearCo was so effective that when recruiters were asked to use another ATS as part of an acquisition, they convinced their parent company to adopt ClearCo Recruiting across the entire organization. With ClearCo, the families that PHS serves have more options to find the best care available for their children. That helps them, their caregivers, and the dedicated staff members at Pediatric Home Service breathe a little easier.

"We started using this tool originally for the nursing side of the business. Little did we know that five years later we would be acquired by a larger organization who was using a nationally known ATS. I looked at what ClearCo could provide compared to what this product could, and I knew that we needed to move the entire organization to ClearCo"

- Emily Lenz, Director of Talent Acquisition

The ClearCo Difference:

"No mission is more important than supporting the well-being of children. ClearCo is proud to help Pediatric Home Service find highly qualified caregivers to help medically complex children not only re-adjust to new settings but to truly thrive."

Christine Rose

Chief Customer Officer,
ClearCo

