



ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

DEPARTMENT OF VETERANS' SERVICES

Veterans' Services Fast Tracks Nurse Recruitment for Quality Care

As of January 2017, the Arizona Department of Veterans' Services has hired 48 nurses at the State Veteran Home in Phoenix using a fast track recruitment process that has **reduced the average number of days to fill a position from 124 to 21, or a 83% improvement.** A similar process is being piloted in Tucson. Because of delays in the hiring process, qualified candidates would frequently give up and accept positions elsewhere, which resulted in the department under-filling vacancies and losing badly needed staff. This inability to hire meant existing staff had to compensate by working longer hours, which led to increased payroll costs due to overtime and employee burnout. Being able to hire nurses in a timely way is improving quality of care for veterans and their surviving spouses.

