

A photograph of four healthcare professionals in a hospital hallway. In the foreground, a woman with dark hair, wearing blue scrubs and a green stethoscope, smiles at the camera. Behind her, three other professionals (two men and one woman) are also smiling. They are all wearing medical attire, including scrubs and stethoscopes. The background shows a modern hospital interior with large windows and a clean, bright atmosphere.

The 5 Star Staffing Academy™

Hiring People Isn't the Hardest Part. Keeping Them Is.

A 6-Month Collaborative Staffing Improvement Program

1.800.667.7325

www.customlearning.com

Recruiting is Only Part of the Staffing Solution

Healthcare organizations are working harder than ever to find great people. But filling the position is only the beginning.

When critical positions stay open, turnover remains high and agency dependence continues, recruiting alone won't solve the problem.

The Cost Adds Up Fast.

\$60,090

Average cost of turnover for one staff RN.*

\$295,000

What a 1% change in RN turnover can cost or save the average hospital annually.*

*Source: 2026 NSI National Health Care Retention & RN Staffing Report, as reported by Becker's Hospital Review.



***Culture
influences
every step.***

A Better Staffing Strategy Starts with the Whole Employee Experience

ATTRACT → RECRUIT → SELECT → WELCOME → ONBOARD → MENTOR → ENGAGE → RETAIN

The 5 Star Staffing Academy™ helps your organization strengthen the entire journey while focusing on three measurable outcomes:

- Fill Critical Positions
- Reduce Agency Dependence
- Reduce Turnover



Six Months to Transform Your Staffing Strategy

The 5 Star Staffing Academy™ is a 6-month, team-based collaborative that moves your organization from recruiting for vacancies to building a sustainable system for attracting, hiring and retaining great people.

How It Works



Build Your OASIS Team

Organizationally Advanced Service Improvement System

Create an executive-led, organization-wide staffing team made up of leaders and frontline employees from the areas where staffing matters most.



Learn & Implement

For the first 12 weeks, join a 45-minute weekly collaborative led by staffing, recruiting and employee engagement expert Richard Hadden.



Report & Collaborate

Come back each week ready to share what you implemented, what worked and where you're stuck. Learn alongside just 6–8 healthcare organizations tackling their own staffing challenges.



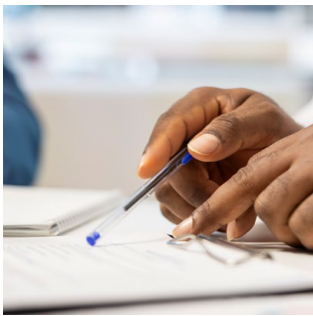
Hardwire the Results

During months 4–6, collaborative sessions move to every other week while your OASIS Team continues meeting weekly.

The goal? Build a staffing system your organization can sustain long after the Academy ends.

Stop Filling Vacancies. Start Building a Workforce.

Over six months, your OASIS Team will strengthen the systems that influence whether great people choose you, join you and stay with you.



Know Where You Stand

- Staffing Self-Assessment
- Employee Engagement Survey
- Customized SWOT Analysis
- Turnover & Agency Analysis
- Measurable 6-month goals



Attract the Right People

- Build a stronger careers presence
- Create job ads that stand out
- Make it easier to apply
- Showcase what makes your organization a great place to work
- Turn frontline champions into authentic recruitment stories



Hire & Welcome Differently

- Strengthen interviewing and selection
- Improve the candidate experience
- Create intentional preboarding and welcoming
- Build an onboarding experience that starts employees off right



Give Great People a Reason to Stay

- Develop and prepare effective mentors
- Strengthen new-hire check-ins
- Improve employee recognition
- Use employee feedback and leader rounding
- Identify and address culture pain points
- Understand why employees leave

You Won't Start From Scratch.

Participants receive a comprehensive library of ready-to-use tools, templates, checklists, scripts, guides and EAC education to help turn each week's strategy into action.

**Don't just learn what to do.
Build it while you're here.**



Meet Your Facilitator

Richard Hadden MBA, CSP

Richard Hadden is a respected expert who helps organizations create focused, engaged and capably led workforces.

Co-author of *Contented Cows Still Give Better Milk*, Richard brings decades of experience in employee engagement, recruiting and retention, along with practical, implementation-focused coaching to every collaborative.



The 5 Star Staffing Academy™ is designed for:

- Hospitals
- Critical Access Hospitals
- FQHCs
- Community Health Centers
- Long-Term Care Organizations



Is Your Organization Ready?

Stop recruiting for the same positions over and over.
Build a staffing strategy that lasts.

Let's start the conversation.

Mandy Robidoux

1.800.667.7325 x2212

mandy@customlearning.com



www.customlearning.com