

RTG Medical

RTG Medical is a private, veteran-owned medical staffing agency on a mission to help alleviate the national healthcare provider shortage and improve the quality of patient care by matching traveling medical professionals with facilities all over the country. Serving the industry since 2001, RTG leadership respects the value of the work their team puts in every day and truly believes their people are their only asset.

THE PROBLEM

Strengthening What's Not Broken

With RTG consistently recognized as one of the Best Places to Work in Omaha, the leadership team could have complacently maintained the status quo. But they understood the value of the energized, engaged workforce they had built, and wondered if they could improve it further. In the competitive talent landscape of medical professionals, RTG needed to raise the bar by strengthening engagement and protecting their culture.

As compassionate healthcare staffing professionals, RTG Medical employees are naturally engaged and committed to their clients. Therefore, leadership looked inward to identify opportunities to strengthen engagement. They found those opportunities in the conversations and relationships between team members and their managers. They found that the one-on-one conversations managers had with their team members could benefit from being more intentional and following a regular cadence that would help drive engagement and performance.

RTG decided to begin their journey by focusing on the 80 members of their core team. As the team responsible for hiring, managing, and communicating with RTG's broader nationwide caregivers, this group represented a logical first step in the plan to strengthen communication and relationships.



80
Full-time
internal
employees



2x
"Omaha Best
Places to
Work" list



4x
Inc. "5000
Fastest
Growing" List



>500
Healthcare
travelers in
the field

THE SOLUTION

A Two-Part Approach

RTG was already beating industry benchmarks for engagement, but leadership wondered: could their award-winning culture get even stronger? Beyond simply measuring engagement, RTG Medical wanted specific tools and strategies to improve it. They found their answer in StandOut. In 2018, RTG took a two-part approach to driving better team engagement. First, they wanted to understand the unique strengths of their teams. Next, they sought to ritualize more meaningful one-on-one conversations between managers and their team members.

To promote understanding of people's strengths, each member of the HQ team completed a StandOut Strengths Assessment to determine his or her Top 2 StandOut Roles. The detailed assessment results helped individuals see themselves and their teammates for the unique strengths they bring to work — and provided coaching for how to play to those strengths every day.

To drive more meaningful one-on-one conversations, managers began using the Check-Ins tool to guide weekly conversations about their teams' specific needs and priorities. The personalized coaching tips served up within StandOut, along with weekly questions to help focus conversations, gave RTG managers the tools they needed to have more intentional Check-Ins that helped them leverage team members' individual strengths to tackle priorities.

RESULTS SO FAR

RTG managers and their teams have universally embraced StandOut. Just seven months after RTG rolled out Check-Ins, 100% of teams are checking in with their managers at least weekly, and team leaders are helping their teams stay more focused and engaged.

In August 2018, RTG completed their first Engagement Pulse (StandOut's built-in tool to measure engagement) and leadership found that 60% of their teams are fully engaged — far above the national benchmark of 19%. It's clear that RTG is now not only one of Omaha's Best Places to Work, but it's also one of Omaha's best places to thrive.

“StandOut has been a game changer for our teams at RTG. I pride myself on having great relationships, both personal and professional, with members of my team.”

Initially I questioned whether my team really needed this, but within the first few weeks I knew we had added another conduit of communication, engagement, and accountability.

I know, in a recorded and archived form, what my team enjoys, where they struggle, and most importantly what they need to win. No other tool does that with so little overhead on a weekly basis.”

Jeremy Guenther, CEO

“Using StandOut over the last several months has definitely changed the dynamic of communication in the office as well as with my team lead. With the priority check list, my lead is able to understand exactly what I have on my plate each and every week. This list not only helps my lead gauge my workload, but also keeps me on track with my ‘to-dos.’ StandOut gives me the opportunity to express what tasks I really enjoy doing but also to vent which processes may need to be evaluated and/or changed. With the weekly Check-Ins, my team lead and I were able to identify a problem with a very tedious and time-consuming task. We worked together and were able to create a new process, which is more enjoyable and time efficient!”

Emily Grosse-Rhode, Accounts Receivable Collections Specialist