

A blurred photograph of a hospital ward, showing beds, chairs, and people in the background, positioned on the left side of the slide. The image is partially obscured by a large blue arrow pointing to the right.

**ttm**

Healthcare Solutions

*We Power Potential*

# HEALTHCARE PROCESS OUTSOURCING

[www.ttmhealthcare.ie](http://www.ttmhealthcare.ie) | [www.ttmhealthcare.co.uk](http://www.ttmhealthcare.co.uk)

# Healthcare Process Outsourcing

In the highly specialised world of healthcare, TTM stands proud as the proven provider of end-to-end healthcare process outsourcing, supporting our partners internal processes and teams.

Healthcare Process Outsourcing (HPO) allows you, our partners, to outsource your non-core activities to TTM's expert teams who specialise in providing **Healthcare Workforce Solutions, Healthcare Business Process Outsourcing** and **Clinical & Administrative Healthcare Services**.

TTM bring our expertise, experience and extraordinary passion for the healthcare sector, to take care of essential back- and front-end processes and tasks – leaving teams like yours free to focus on what they do best: building and growing your services. When you partner with our HPO division, we bring an agile, insights driven, results focused approach to each project. We work as an extension of your organisation, applying deep healthcare intelligence, world class tools, and over 20 years of extensive industry expertise. Our solutions are designed to help you respond to the changing needs of your organisation – harnessing increased cost and productivity efficiencies and accelerating outcomes.



# Our Solutions

## Healthcare Workforce Solutions



Equipping you with the expertise of on-demand recruitment teams that will manage and improve your recruitment process through our Recruitment Process Outsourcing (RPO) and Managed Service Provision (MSP) service offerings.

## Healthcare Business Process Outsourcing



We partner with you, to relieve you of your administrative burden. From compliance outsourcing, pre-employment checks, to managing your waiting lists and providing back-office processing functions – we offer flexible and scalable administrative outsourcing solutions.

## Clinical & Administrative Healthcare Services



Providing specific bespoke services helping reduce your processing times and waiting lists. Our specialised team of Clinical Therapists and Administrators conduct necessary assessments and complete reports, ensuring your organisation meets all statutory obligations. We also provide a quality client- centred Occupational Health Screening service, customised for your specific requirements.

# Healthcare Process Outsourcing – The Benefits

- Partnering with HPO allows you to focus on **internal efficiencies**. By minimising organisational complexities, you leave your team free to focus on their core outputs and maximise their productivity.
- Access the **insight-led expertise and experience** of our specialists in each area of healthcare outsourcing.
- **Stay competitive** by securing innovative, progressive, and best-practice solutions and technologies.
- **Improve your response times** and speed to market.
- Harness **time and cost-efficiencies** that translate to your bottom line.
- Clear your way to keeping your sights firmly on your **longer-term vision and strategies**.

# Healthcare Workforce Solutions



As Ireland's largest specialist healthcare talent management company, we see that the world of healthcare is changing. Now more than ever, people power and access to high-quality talent gives your organisation its defining edge and is mission critical.

## RECRUITMENT PROCESS OUTSOURCING (RPO)

This solution gives you the freedom of outsourcing some or all your recruitment process to TTM Healthcare Solutions – freeing up your key people to do what they do best.

We can take control of the design, management and execution of your recruitment campaigns – from sourcing to onboarding, with our 'white label' approach, meaning your recruitment is carried out under your brand, not ours. We slot into your organisation, using your systems, tools and methodologies and all people placed are employed by you, not by TTM. We can combine your short-term staffing needs with specific, customised requirements as well as larger turnkey hiring.

### Our RPO solutions include:

- **Full Cycle Recruitment:** A bespoke, scalable, and continuous option for companies that need to outsource the entire hiring process
- **Project RPO:** Support clients on a specific project basis with deadlines in place for the delivery of the service
- **On Demand Recruitment Team:** Can work when and for as long as you require, providing flexibility for your budget or deadlines and supplementing your recruitment team
- **Managed Service Provision (MSP):** Our service option that manages your temporary, agency, limited company contractor or other contingent staff needs, giving access to skilled, top talent on demand

# Healthcare Workforce Solutions



## LEADERSHIP DEVELOPMENT PROGRAMMES AND TTM TRAINING SERVICES

We support organisations who seek to grow and develop their employees. Our bespoke Leadership Development programmes for Senior and Mid-Level Management teams include strategic programmes which transform business's by improving skills sets and abilities. As well as aiding retention, our programmes aid succession planning and ultimately increases your organisations performance and success.

Our inhouse Training Academy - **TTM Training & Consultancy**, supports you in providing a range of mandatory training courses. We leverage our extensive expertise and knowledge of the Healthcare Industry, to deliver a best-in-class service through a range of practical and online courses.

### Our Programmes include:

#### CPD ACCREDITED COURSES

Safeguarding of Vulnerable Adults  
Infection Prevention and Control  
Child Protection and Welfare Training  
Report Writing  
Introduction to understanding Self Harm

#### HEALTHCARE

Epilepsy and Midazolam  
Safe Administration of Medication  
CPR & AED  
Patient Moving and Handling  
HACCP Food Safety Training

# Healthcare Business Process Outsourcing



## PRE-EMPLOYMENT CHECKS AND COMPLIANCE OUTSOURCING

When recruiting new team members, it's essential that candidates go through each stage of the process as effectively and speedily as possible – getting people into their new roles without costly delays. At the same time, you need to be sure you're bringing on board quality, trusted people who meet all essential requirements. To facilitate this, our dedicated team of experienced Compliance Officers provides a wide range of Compliance and vetting services tailored to your specific needs. Team Leaders provide quality checks throughout each stage of the pre-employment process which includes:

- **Appropriate Approval Documents**
- **Occupational Health Clearance**
- **Visa Processing**
- **Application Forms and Signed Declaration**
- **CORU/NMBI or applicable registration**
- **Copy of Qualifications**
- **Reference Checks**
- **Statutory Declaration**
- **Birth Certificate**
- **Proof of Address**
- **NVB1 (Garda Vetting Request)**
- **Garda Vetting Clearance**
- **Overseas Police Clearance**
- **Marriage Certificate**
- **Work Permit**
- **Incremental Credit**
- **Verification of Service**
- **Training Certificate**

## GARDA VETTING AND BACKGROUND CHECKS

To ensure your healthcare organisation complies with the National Vetting Bureau Acts 2012-2016, Garda Vetting Processing is the most fundamental component within the Safe Recruitment Practices of TTM Healthcare.

To deliver this essential service, we have our own Garda Vetting Signatory. Our Garda Vetting Department comprises two authorised Liaison Personnel who manage all Garda Vetting Applications, as well as 10 Clerk Log Ins.

# Healthcare Business Process Outsourcing

## ADMINISTRATIVE INSOURCING AND OUTSOURCING

We offer flexible, scalable administrative service insourcing and outsourcing, with quality assurance as standard.

Our specialist administrative service teams are available to reduce your administrative burden, maintain strict information confidentiality, and improve organisational effectiveness. We can work as part of your in-house team or provide the entire service, reducing complex and time-consuming tasks to support your team.

Not only do we deliver customised administrative services, but our in-depth experience also allows us to share our knowledge of best practice and industry advancements.

Time-intensive and complex back-end administration can displace the focus and effectiveness of your key people. To ensure all necessary back-office tasks are managed effectively while leaving your team free to concentrate on their core activities – we provide a full menu of business process services. We work both onsite with our customers providing bespoke administrative solutions and are an outsource option for the tasks and projects you need completed on deadline.

### **Our range of services include:**

- Interview Note Taking & Transcription Services
- Panel of Independent Chairpersons
- Customer Service & Contact Centre Consulting
- Data Entry and Back Office Processing
- Waiting List Management & Appointment Scheduling
- Psychometric Assessment Tests
- Payroll Bureau Services



# Clinical & Administrative Healthcare Services



Our specialised division has been carefully assembled to provide specific bespoke requirements, to reduce processing time and cut waiting lists. Our fully compliant clinicians and experienced administrators address all aspects of any particular process ensuring that your organisation meets all statutory obligations. Our Team will work with you in tailoring our expertise to meet your specific needs, our extensive experience in this area has allowed us to seamlessly slot into existing teams to both support and enhance existing and new services.

## **PROVISION OF CLINICAL ASSESSMENTS**

Our team of Clinicians specialise in assessing and supporting an extensive range of developmental delays and disabilities for children and young adults, directly reducing long standing waiting lists. We provide teams to complete both Autism Spectrum Disorder and Preliminary Team Assessments with the compilation of the corresponding comprehensive report. Our Clinical Teams are comprised of Clinical & Educational Psychologists, Occupational Therapists and Speech & Language Therapists.

## **PROVISION OF CLINICAL ADMINISTRATION SERVICES**

We provide a specialised trained team of Assessment and Liaison Officers, who complete Assessment Reports (including onward referral letters) for children and young adults as well as the provision of Liaison services to manage the provision of all identified needs. The accurate completion of Assessment of Needs Reports and the role of our Liaison officers is critical to ensuring families receive the relevant support they need, ensuring that appropriate referrals are in place for those with a diagnosed disability . Our service will remove heavy administrative back logs and our teams work directly with families, the relevant Children's Disability Network Team & Primary Care Services, ensuring the appropriate support channels are in place. TTM's Healthcare Clinical & Administrative Service addresses this challenge specifically for organisations in the public and voluntary healthcare sector. In Addition to this we can adapt our administration team to provide administration services to suit any particular requirement within your organisation.

# Clinical & Administrative Healthcare Services

## OCCUPATIONAL HEALTH SCREENING

The healthcare sector experiences some of the longest delays in Occupational Health Checks, during which candidates can be lost. We remove this hurdle for you, by offering our Occupational Health Screening service, customised to your specific needs.

We tailor our screening programmes to cover a wide range of both medical assessments and health screening requirements. We assist with any backlog ensuring candidates and employees can be more efficiently processed and placed into posts quicker.

# About Us

TTM Healthcare Solutions is renowned as a world-class specialist national and international healthcare solutions company.

Our expertise and knowledge in Healthcare Talent Management and Healthcare Process Outsourcing, allows us to understand and have insight into the challenges of the healthcare sector: we know its pain points, its potential, where internal efficiencies may be made and how we can make a difference, through our experience, expertise and enthusiasm.

We place candidates in the healthcare market across Ireland, Britain, Northern Ireland and the Middle East. Serving the public, private and voluntary sectors we send 2,500 people to work in flexible frontline and support service roles every week and place in excess of 300 people in permanent jobs each month.

Our 20 years of deep sectoral knowledge recruiting across a wide variety of healthcare professions and environments, enables us to understand the challenges our clients face beyond talent management. We are specialists in Healthcare Solutions.

**ttm**  
Healthcare Solutions

**CELEBRATING 20 YEARS**

# Our People

The TTM Healthcare Solutions team hold exceptional levels of specialist experience within the Healthcare sector



**Paula McDonnell,  
Managing Director**

paula.mcdonnell@ttmhealthcare.com  
+353 (0) 87 2027760



**Therese Breen,  
Business Manager HPO**

tbreen@ttmhealthcare.com  
+353 (0) 86 0403490



**Paul Bellew,  
Business Manager HPO**

paul.bellew@ttmhealthcare.com  
+353 (0) 86 1304725



**Jane Hanley,  
Compliance Manager**

jane.hanley@ttmhealthcare.com  
+353 (0) 86 0297169



**Colin McDonagh,  
Finance Director**

cmcdonagh@ttmhealthcare.com  
+353 (0) 86 0482591



**Tommy Lees,  
Commercial Director**

tommy.lees@ttmhealthcare.com  
+353 (0) 87 2488298



**Kieran Frawley,  
Head of IT**

kieran.frawley@ttmhealthcare.com  
+353 (0) 87 9978822



**Paula Feeney,  
Brand & Marketing Manager**

paula.feeney@ttmhealthcare.com  
+353 (0) 86 1034843

# Talk to Us Today

**Paul Bellew**  
Business Manager HPO  
Paul.bellew@ttmhealthcare.com  
+353 86 130 4725

**Therese Breen**  
Business Manager HPO  
tbreen@ttmhealthcare.com  
+353 86 040 3490

Ballymaley Business Park, Ballymaley,  
Ennis, Co. Clare, Ireland, V95 XD79.

[www.ttmhealthcare.ie](http://www.ttmhealthcare.ie) | [www.ttmhealthcare.co.uk](http://www.ttmhealthcare.co.uk)

