

# Health worker migration: recruitment agency website analysis focusing on South Africa, Jamaica, and Canada

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## 1. Introduction

Migration of health care professionals has increased in recent years. Many health professionals leave developing countries, called source countries, such as South Africa and Jamaica (the Caribbean) to destination countries in the developed world, such as Canada. There are various push and pull forces contributing to health care professional migration. Push factors include the poor working and living conditions in source countries. Pull forces include the economic, educational and professional opportunity in destination countries. More relevant to this analysis are recruitment agencies which mediate push and pull factors. The Internet appears to play a significant role in disseminating information about health worker recruitment and influencing the decision to migrate. Migration has positive and negative implications for both source and destination countries. From the source country perspective, a negative consequence is their loss of health human resources to destination countries, which has been addressed by WHO in the *WHO Global Code of Practice on the International Recruitment of Health Personnel*.



## 2. Methodology

Step 1

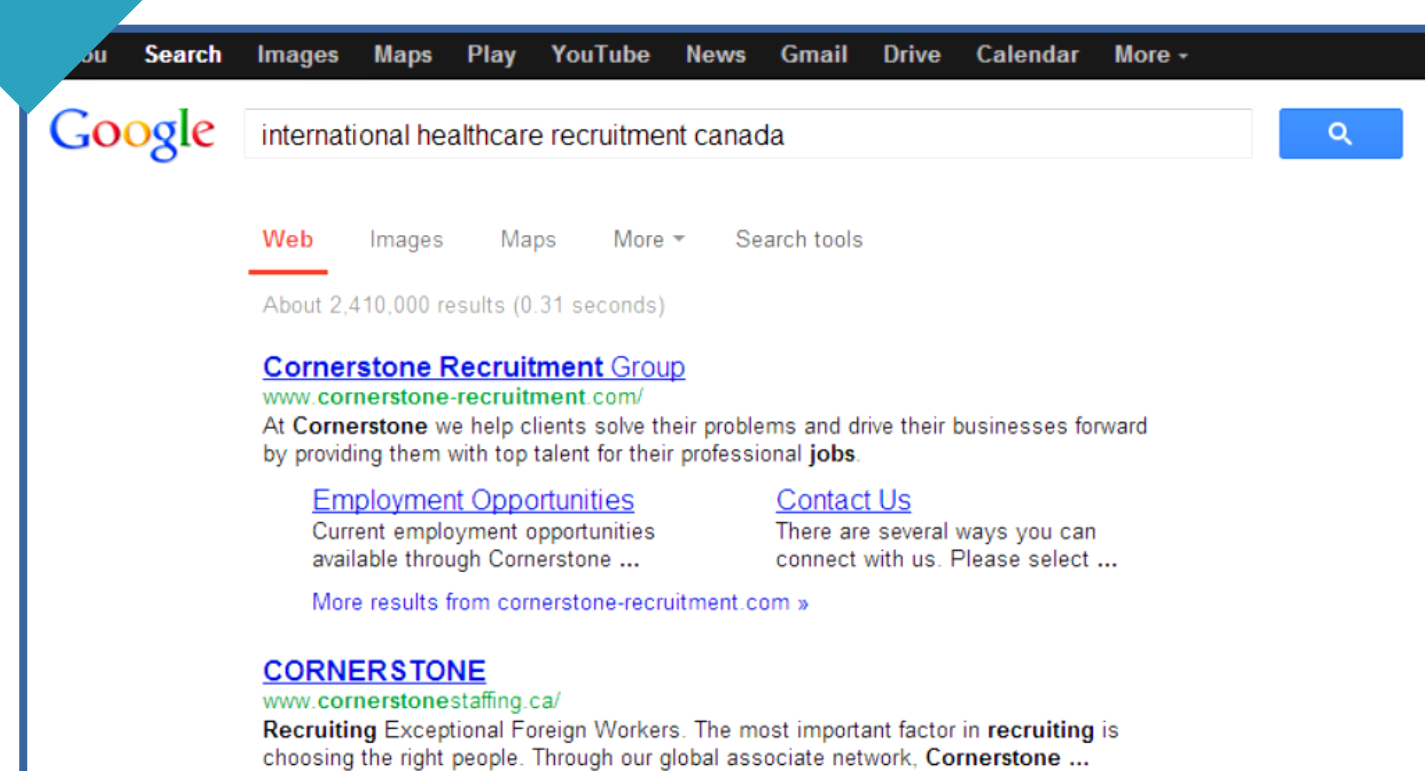
- Internet search using various search terms/keywords:
  - e.g. "international recruitment Canada"
  - e.g. "health care recruitment South Africa"

Step 2

- Identify recruitment agency websites with specific criteria:
  - Serve health care professionals
  - Serve Canada and South Africa or Caribbean

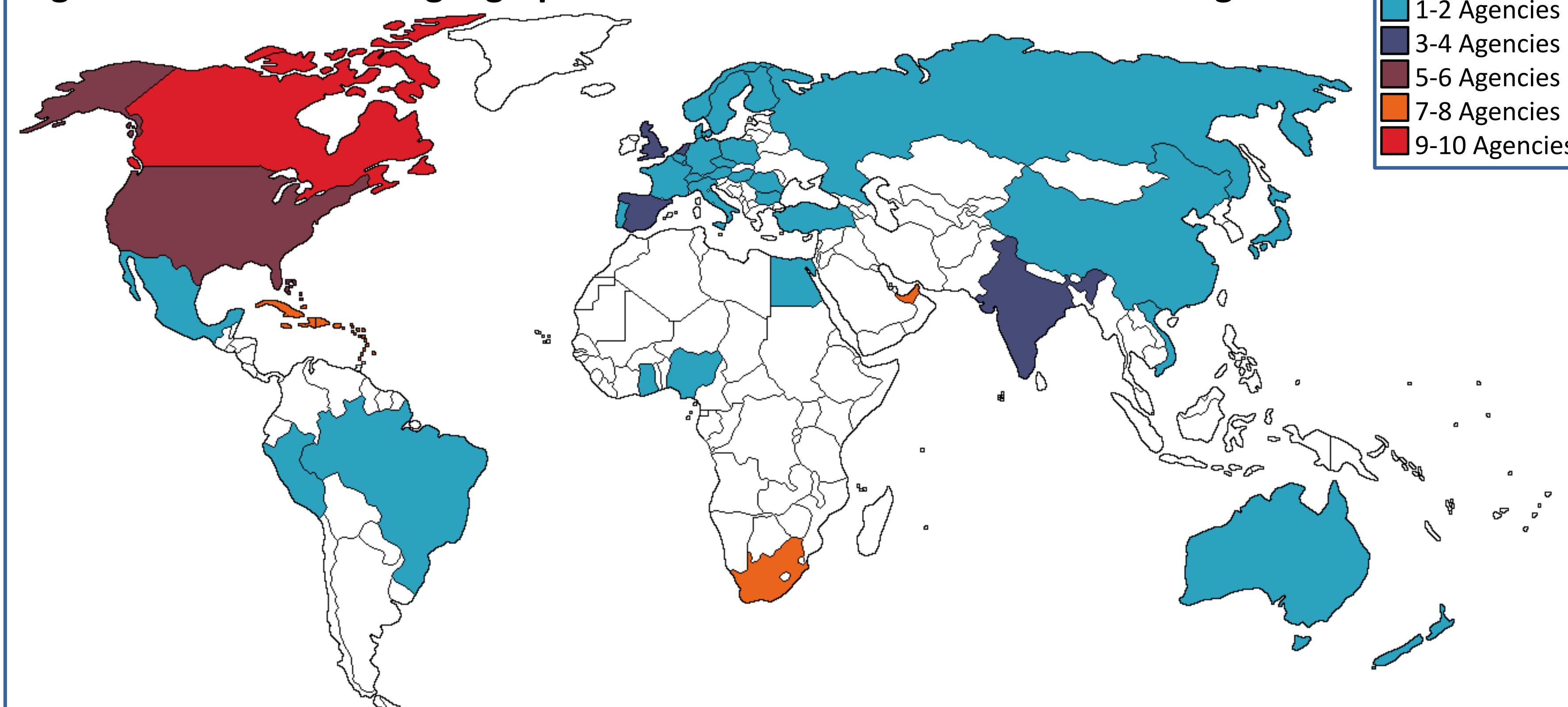
Step 3

- Agency Website Analysis based on:
  - Geographic location
  - Services offered
  - Health care professionals served



## 3. Results and Analysis

Figure 1: Distribution of geographic locations of identified recruitment agencies



Logos are for illustrative purposes only

Figure 2: Services Offered by Agencies

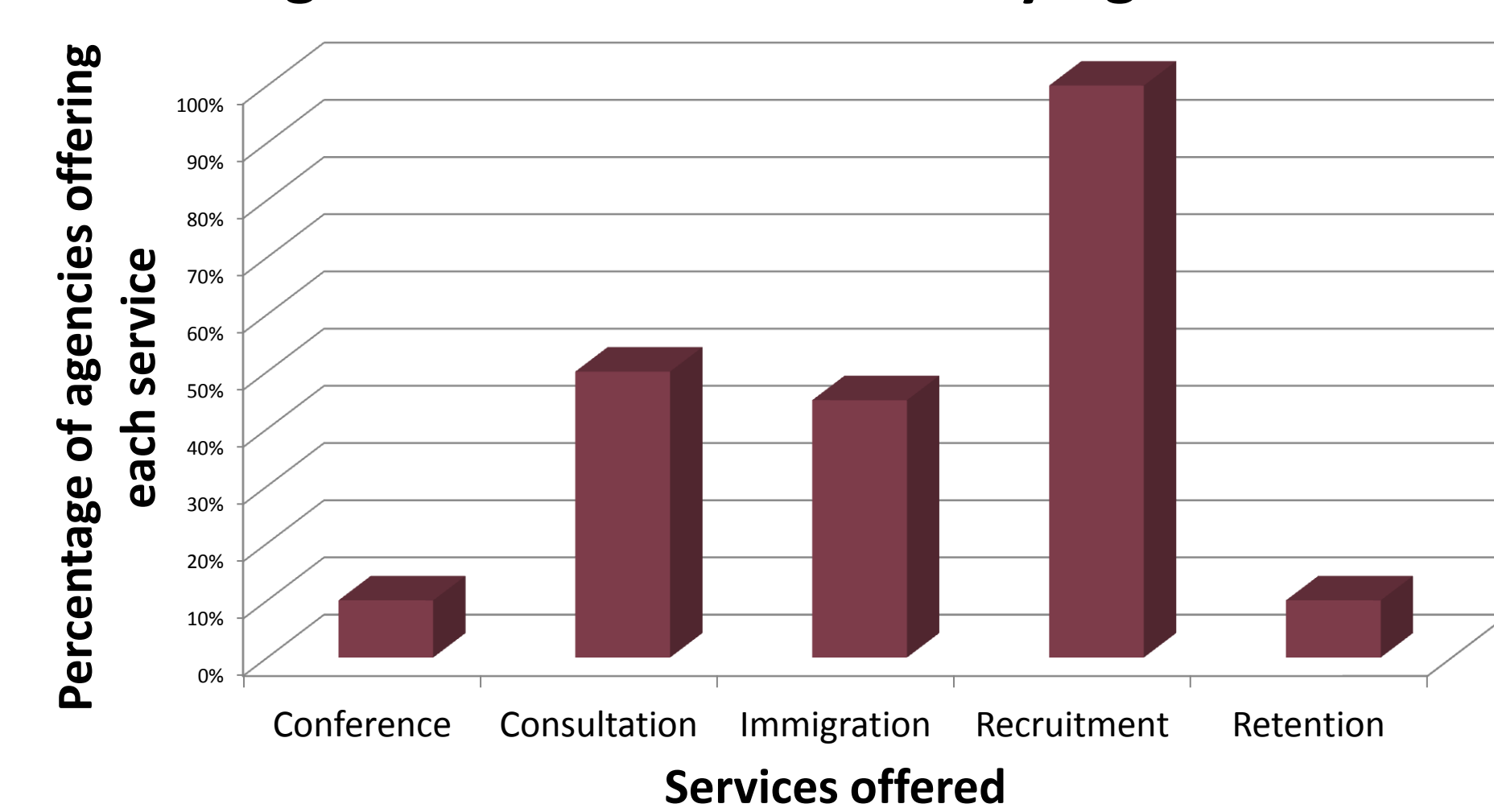


Figure 3: Health Professions Served

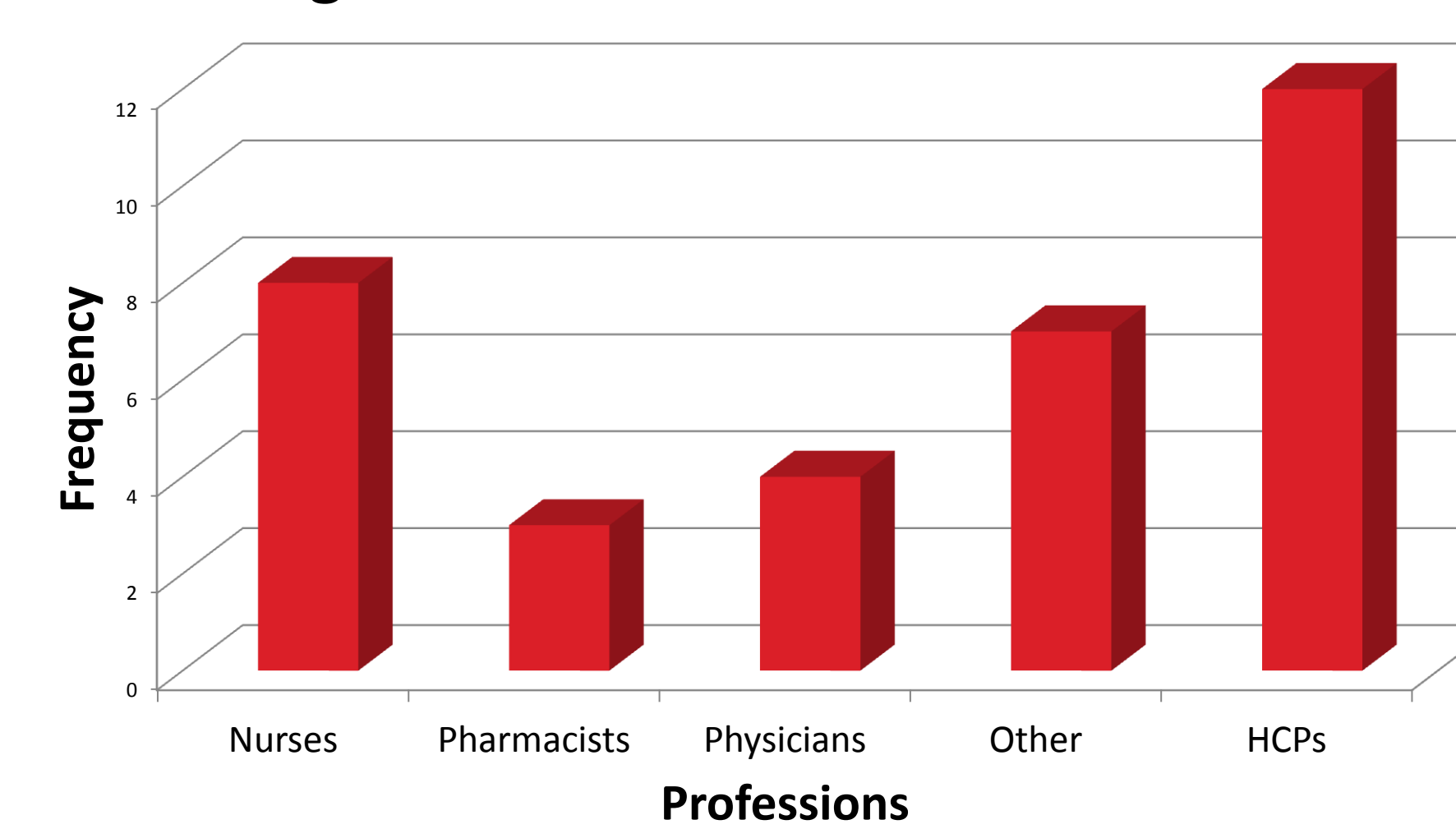


Figure 4: Geographic Location of Agencies



- The most common health profession served was nursing. "Other" professions included psychiatrists, physiotherapists, social care workers, researchers and occupational therapists. (Figure 3)
- All agencies offered recruitment services: the process of finding employment for candidates and finding candidates for employers. 65% of agencies offered supplementary services in addition to recruitment. (Figure 2)
- For 50% of the agencies, candidates were required to create accounts for use of service, for the other 50% of agencies, candidates required an initial interview.
- Four agencies explicitly stated that payment from candidates was required for use of service, the other 16 agencies did not state whether payments were required from candidates or employers.
- 45% of the agencies had a two-way relationships between source and destination countries. Two-way relationship: candidates migrated from source to destination countries and vice versa.
- 70% of agencies offered recruitment services to industries other than health care.

### Identified Recruitment Agencies

Agency	Website
Actyl Group	<a href="http://www.actyl.com/">http://www.actyl.com/</a>
Antal International	<a href="http://www.antal.com/">http://www.antal.com/</a>
CA Global Africa Recruitment	<a href="http://www.caglobalint.com/int/page/home/90.htm">http://www.caglobalint.com/int/page/home/90.htm</a>
Cornerstone Staffing Inc.	<a href="http://www.cornerstonestaffing.ca/">http://www.cornerstonestaffing.ca/</a>
Esource Global	<a href="http://www.esourceglobal.com/">http://www.esourceglobal.com/</a>
H1 Solution Inc.	<a href="http://www.h1solution.com/">http://www.h1solution.com/</a>
InterHealth Canada	<a href="http://www.interhealthjobs.com/">http://www.interhealthjobs.com/</a>
MedEdge Placements	<a href="http://www.mededge.co.za/index.asp">http://www.mededge.co.za/index.asp</a>
North American Services Center	<a href="http://www.nascintl.com/">http://www.nascintl.com/</a>
Nurses Society of New Zealand	<a href="http://www.nsnzrecruitment.com/">http://www.nsnzrecruitment.com/</a>
Nurses Zone	<a href="http://www.nursezone.com/international/nursing-in-us.aspx">http://www.nursezone.com/international/nursing-in-us.aspx</a>
Nursing Bridges Inc.	<a href="http://www.recruitment.nursingbridges.com/">http://www.recruitment.nursingbridges.com/</a>
Odgers Berndtson	<a href="http://www.odgersberndtson.ca/ca/home/">http://www.odgersberndtson.ca/ca/home/</a>
O'Grady Peyton International	<a href="http://www.ogradypeyton.com/">http://www.ogradypeyton.com/</a>
Page Group	<a href="http://www.pagegroup.co.uk/">http://www.pagegroup.co.uk/</a>
Squires Resources Inc.	<a href="http://squiresresources.com/home.aspx">http://squiresresources.com/home.aspx</a>
Trans-Global Migration	<a href="http://www.tgmigration.com/">http://www.tgmigration.com/</a>
TRS Staffing Solutions	<a href="http://trstaffing.com/">http://trstaffing.com/</a>
Working In	<a href="http://http://www.workingin.com/">http://http://www.workingin.com/</a>
WorkVantage	<a href="http://www.workvantage.ca/">http://www.workvantage.ca/</a>

## 4. Conclusion and Discussion

South Africa and Canada played large roles in international health care professional recruitment, however, only three agencies identified Jamaica as a source country. As a result, the analysis was expanded to include all Caribbean countries. Identified recruitment agencies predominantly used the internet to target candidates and employers. This may not be the only method to target health workers, other potential media include local advertisements, listings in medical journals, and word of mouth. Many Canadian provinces had their own service for international health care recruitment, such as Health Force Ontario and Health Match BC. These services may be in competition or work in conjunction with Canadian or international commercial businesses. In this analysis, all agencies offered recruitment services, were more frequently located in destination countries, and most commonly served nurses. What is Next?

Results of this analysis will be used to inform a study of recruitment agencies in South Africa. Other popular destination countries include Australia, New Zealand, UAE, UK and USA. Further research could focus on agencies serving destination countries other than Canada. Recruitment agencies were overwhelmingly commercial ventures, so additional research could identify non-profit recruitment agencies or agencies that liaise with government services.

### References

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