How tech improved healthcare hiring process

The success of an organisation or business entity is often dependent on its **employees' efficiency and productivity.** Needless to say, effective HR management should be an important focus of a company's operation. Take the case of a leading hospital chain in the U.S., for example. The hospital has a large network of business units spread across 61 locations and employing 30,000+ people. When issues such as rising workforce costs and talent challenges became a drag on organisational performance, hospital leaders saw the need to streamline operations: to improve efficiency in the process, system and people.

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The hospital decided that going digital will be the first step to process improvement. With its expansive business operations, it was necessary to provide a consistent employee experience. Matching **skill sets** to business needs, streamlining processes, defining accountability using the right metrics and KPIs became a priority in the transformation agenda.

The key interventions

The hospital network turned to Oracle's Fusion HCM & **Talent Management Applications f**or help to achieve its transformation goals. Some of the key action areas were:

·   **Data dependence:** To enable better decision making on the talent agenda, real-time data through info lets and dashboards were enabled. Data was retrieved and organised to generate useful MIS.

·   **Streamlining recruitment:** The system helped drive paperless recruitment, and help managers view, understand the recruitment pipeline.

·   **Better resource management:** Data-driven approach helped create a custom profile sheet for talent, to allow for better talent sighting and visibility.

·   **Driving performance:** A goal of 100% compliance in managing performance goals was set for assessing performance management. The system was designed to align goals as per the annual operating plan.

·   **Creating a learning culture:** e-learning modules made learning on-the-go possible. It enabled a new learning experience to meet the need of developing continuous skills and outperform as per their desired timelines and roles.

·   **Hi-technology touch:** Digitisation translated to organisational processes becoming more user-friendly through self-service modules, as well as automation of separation processes. Also, through cloud technologies, profile sheets and pay slips for employees have become easily accessible.

Business impact

With the **technology-led HR transformation**, the hospital chain has improved HR efficiency and effectiveness. Some of the quantifiable benefits include:

· Savings in recruitment agency fees and reduction in EVP advertising spend due to paperless recruitment.

· Lowered the time-to-fill for nursing positions from 45 to 30 days

· Helped enhance the Quality of Hire by sourcing and selecting ace candidates

Any transformation journey is an ongoing endeavour. The hospital will continue to leverage the benefits of HR technology to build a better competitive and future-ready business of great healthcare experience for its **customers**.

Source: People Matters

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