Employee Onboarding For Healthcare

HOW DO YOU EFFECTIVELY ONBOARD YOUR NEW HEALTHCARE HIRES?

Best in Class: Automated and Streamlined Onboarding in Healthcare Is an Imperative

SMART ERP Solutions®

Employee Onboarding in Healthcare

BERSIN

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Getting the healthcare talent you need doesn't end with the hiring letter. Onboarding is just the beginning—as you engage in the employee life-cycle, there is a long learning and development cycle for each professional.

"Onboarding" as an engagement concept is recent, though the piles of forms and the often tedious orientation experiences for new employees have been around for decades. Orientation, the least strategic of the levels of onboarding, is often where onboarding stops. The value of technology (especially solutions that are integrated with the hiring management system) ensures a successful and more productive start for a new employee.

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Recent studies show that the healthcare industry
has the third highest turnover rates of all industries,
coming in at 18.9 percent.

This means that nearly one out of every five healthcare employees will quit this year alone. This can equate to a loss of millions of dollars for many healthcare facilities. For example, the average cost associated with the loss of just one bedside RN can be as high as $59,700. Multiply this by one of out five nurses at any given facility and it is easy to see how the average hospital can lose between $5.13 million and $7.8 million every year.

Add in turnover for higher paid positions, such as Critical Care Nurses, surgeons and ER physicians, and these losses can quickly double. Taking these figures into consideration, it should come as no surprise that healthcare facilities across the country are looking for ways to improve employee engagement, boost workplace morale and ultimately improve retention rates across the board.

Recruiting Challenges in the Healthcare Industry
The healthcare industry, however, faces some unique challenges when it comes to recruiting healthcare professionals. Here's a look at some of the top challenges healthcare recruiters are facing.

Multiple Roles with Varying Requirements
Hospital facilities can easily have more than 100 different positions that need to be filled, with each position having its own set of criteria and requirements. For example, physicians must have their Doctorate Degree in Medicine, State Medical License Number, National Provider Identification number and Medicaid Number, just to name a few. In addition, LPNs, RNs and Nurse Practitioners all need their own types of degrees, certifications and licenses. Screening for and tracking these requirements can become quite cumbersome, especially when it comes to completing all the necessary paperwork during onboarding.

Complex Screening Process
Due to these degree and certification requirements, the screening process for healthcare professionals is perhaps more complex than in any other industry. Recruiters are expected to screen all candidates to make sure that they meet the necessary criteria and requirements. Typically, recruiters must screen candidates for multiple positions, all having unique criteria requirements.

Increased Demand In Upcoming Years
According to the experts, healthcare is set to be one of the fastest growing industries on the job market. These experts predict that over the next decade, 30 percent of all job openings will be in the healthcare industry. Unfortunately, there are not enough current

workers or graduating students to fill all these new positions. This only intensifies the demand put on recruiters to find candidates with the right education and experience to meet the employer's needs.

Inconsistent Hiring Process

In many healthcare facilities, the hiring process is split between different departments. Even if the hiring is done primarily through the HR department, many facilities pass off the onboarding duties to each department. Typically, this is done because the duties vary so greatly between different departments and job descriptions. However, this can create an inconsistent message to the staff, which ultimately can lower employee morale and increase turnover, not to mention make it a nightmare for HR to track all the employee paperwork.

Overcoming These Challenges

As a recruiter, you might see these challenges as a reason to slow down the recruiting and onboarding process, to ensure all candidates are screened properly. Unfortunately, with a competitive job market that is predicted to only increase in the upcoming years, healthcare recruiters do not have this luxury. It is important to screen candidates as quickly as possible and move high-quality applicants on to the next stage before the competition does.

It also is important to create a centralized recruiting strategy for all healthcare positions within the facility. This includes not only the recruiting process but also the onboarding process. In fact, a well-defined onboarding process that begins well before the new hire's first day on the job, with a pre-boarding strategy, is imperative to reducing turnover and boosting employee satisfaction. In fact, 73 percent of all organizations believe a strong onboarding process will improve retention rates.

Onboarding should not stop once the employee starts. Instead, healthcare employers must follow through and stay engaged with the employee. A focus should be put on the training and development of each employee. This will make the employee feel like a valuable part of the team and help to reduce turnover.

Automation Can Help

With all the complexities involved in recruiting and onboard healthcare professionals, it can be difficult to screen candidates and track employees. This is where ERP (Enterprise Resource Planning) software can help. This software maintains all the vital candidate and employee data in one centralized location. You can track and candidate from the time they submit their resume right through their employment.

ERP software allows recruiters to quickly screen each candidate to ensure they meet the specific criteria needed for that position. It also enables recruiters to filter through applicants' education levels and prior experience, in order to identify top quality candidates. ERP software also is extremely effective at assisting HR departments to create and maintain a centralized pre-boarding and onboarding process that promotes employee engagement, ensures compliance and sends a consistent message to each employee.

Creating a well-defined onboarding process, with the assistance of a comprehensive ERP software system, is imperative in the healthcare industry if medical facilities hope to remain competitive. By recruiting top talent and retaining them for years to come, healthcare facilities will boost morale, lower employee turnover and provide a much stronger bottom line.

The Solution

Smart Onboarding from Smart ERP Solutions is a robust new hire onboarding solution that supports the talent you are hiring, regardless of whether they are contractors, temporary workers, or internal employees. Smart Onboarding supports industry best practices throughout the talent's life cycle, including pre-boarding, onboarding and offboarding.
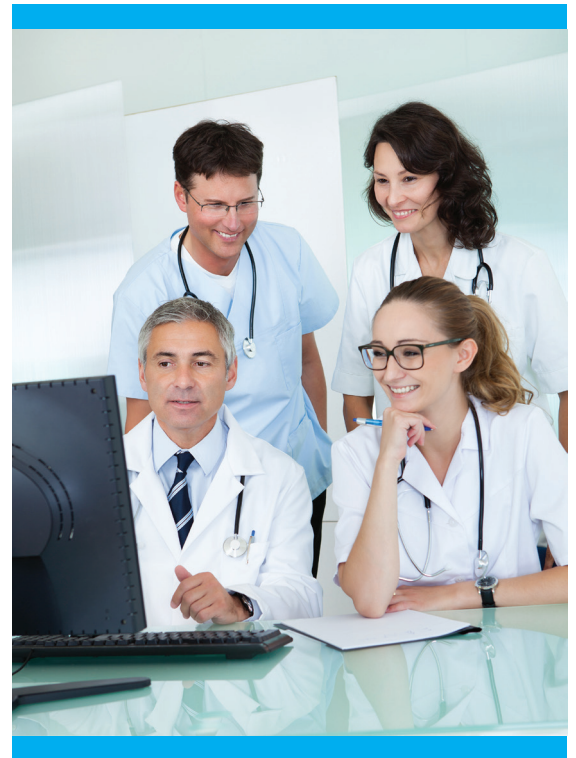
Smart Onboarding has an intuitive user interface that provides candidates, managers, and administrators an easy-to-navigate and consistent user experience.

A streamlined, efficient onboarding process allows employees to focus on patients' needs more quickly, thus increasing the productivity of the organization. Due to the high volume demand for healthcare workers, it is imperative that your organization is able to screen and hire high-quality applicants before the competition does.

> Our goal is to help you implement business solutions that effectively support your business process, not functional silos.

SMART ERP Solutions®

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