

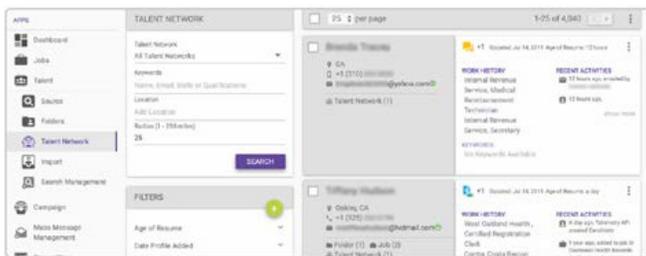
# Find, Hire, and Keep Qualified Talent with the symplr Talent Acquisition Solution



## Benefits of the Talent Acquisition Solution

### Proactively Source Future Talent

Whether you are starting from scratch or have vast amounts of candidate information from job boards, internal referrals, agencies, and applicant tracking systems, having a central location to manage passive candidates and inactive applicants can help you shift from reactive to proactive sourcing. Our recruitment marketing technology allows you to track, manage, and engage with all the qualified individuals who have ever interacted with your organization to identify potential candidates for current or planned job openings. You can also set up automated searches on candidate-sourcing websites to expand your pool.



Use branded, mobile-optimized Talent Networks to enable candidates to express interest in your organization, even when an opportunity of interest may not exist. By joining a Talent Network, candidates opt into receiving communications from your organization, such as notifications about upcoming career fairs or new openings. Create audience-specific Talent Networks to capture targeted information, such as graduation dates for soon-to-be nursing school graduates.

The talent shortage that has plagued the healthcare market for years is more than an inconvenient staffing issue. Your ability to quickly fill critical positions with qualified candidates can mean the difference between delivering exceptional care and leaving patients and residents dissatisfied. Persistent talent acquisition challenges can affect your entire workforce through burnout, stress, injuries, disengagement, and eventually turnover. Inadequate staffing can also lead to increased costs related to covering gaps with overtime and/or contingent labor.

The symplr Talent Acquisition Solution will help you address your hiring challenges, so you can meet your business and care delivery objectives. Specifically, the Solution's capabilities are designed to enable your talent acquisition team to:

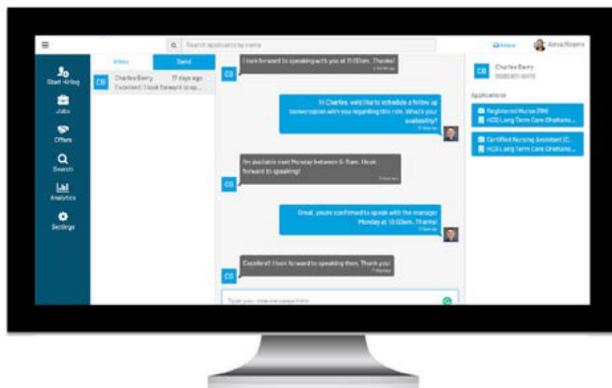
- Use modern recruitment marketing techniques to attract, engage, and build relationships with the most highly qualified talent in your area
- Match applicants' work preferences with current job openings to improve processing, so your team can focus on jobs with high-volume openings and low availability of qualified talent
- Hire and keep quality staff who align with your mission and values by adequately predicting applicants' potential for job success prior to hire
- Communicate and coordinate tasks more effectively among various stakeholders, including applicants, recruiters, and hiring managers

## Benefits of the Talent Acquisition Solution

Distribute your jobs to a variety of advertising and social channels, such as internal and external careers sites, location-specific job listings pages, job boards, Facebook, and LinkedIn. With our Solution, you'll receive unlimited complimentary standard job postings on our healthcare-specific job board. Featuring Google's Cloud Talent Solution, our job board provides candidates access to Google's advanced search and machine learning capabilities, helping them find the ideal job faster. All jobs distributed to our job board will automatically become eligible to appear in Google for Jobs, an enhanced feature that aggregates job listings and displays them prominently in Google Search. For symplr clients, our job board boasts an average hire rate that is 68% greater than Indeed and 50% greater than Glass Door.<sup>1</sup>

## Streamline Application Processes to Mitigate Applicant Drop-Off

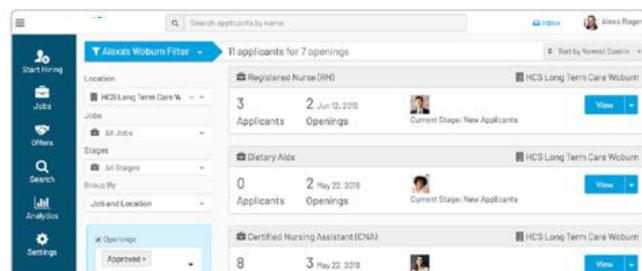
Today's candidates want a job application experience that is as seamless and intuitive as they get from their favorite websites and mobile apps. Our mobile-optimized, short-form application options encourage completion by minimizing a candidate's initial application submission to basic contact information and a resume. Candidates can apply to any of your jobs in seconds from our healthcare-specific job board by using information saved in their previously-completed applicant profile. Once mutual interest is established, you can invite candidates back to complete your full application, with information from their initial submission pre-filled into the forms.



A positive application experience also necessitates timely responses and updates to candidates. Surprisingly, 46% of candidates don't receive communication from employers within two months after submitting an application<sup>2</sup>. Actively communicate with candidates using customizable, branded email templates and two-way, SMS text messaging, right from within our healthcare hiring system. Once top candidates are identified for the interviewing stage, our calendar-sync functionality lets you share your real-time calendar availability, so candidates can self-schedule the interview by selecting from your open time slots.

## Develop Candidate Pools to Avoid Overlooking Qualified Talent

Modernize your hiring process to decrease time-to-fill. Just as our recruitment marketing technology helps you track, manage, and engage with passive candidates and inactive applicants, our healthcare hiring system enables you to develop a pool of active candidates from which you can source. When an opening becomes available, filter through that job's corresponding candidate pool for individuals whose work preferences, such as work days and shifts, align with the opening. These qualified, interested professionals can then move through the remaining stages of your hiring processes. With our hiring system, you'll gain a more realistic view of all the available talent in your pool as well as qualified candidates who may have been otherwise overlooked, such as silver medalists.



<sup>1</sup> 2019. symplr. Internal Data, 4/1/2018 – 3/31/2019.

<sup>2</sup> 2019. Talent Board. 2018 North American Talent Board Candidate Experience Benchmark Research Report.

## Hire with Confidence

Nearly one in five healthcare workers have quit their jobs during the pandemic. That exodus has been driven largely by the pandemic, insufficient pay or opportunities and burnout, according to the survey:

- Among health care workers who have kept their jobs during the pandemic, 31% have considered leaving.
- 79% of health care professionals said the national worker shortage has affected them and their place of work.<sup>3</sup>

This has implications for the entire health care system, both in the short term as the country struggles to overcome the COVID-19 pandemic and beyond as the country continues to age.

Use healthcare-specific, behavioral assessments during the hiring process to objectively measure applicants' likelihood for job success, service excellence, and long-term retention. Assessment results benchmark applicants against peers in similar healthcare positions and auto-generate structured, behavioral interview guides, tailored by job family, to:

- **STANDARDIZE** screening processes and remove bias from hiring decisions;
- **GAUGE** applicants' job-related competencies and predict future, on-the-job behaviors;
- **HELP** interviewers interpret applicant responses with red flags and suggestions on what to listen for; and
- **PREDICT** who will best align with your organization's mission and values.

Gain additional insight into potential quality-of-hire with our automated reference checking software. The confidential, online surveys sent to reference providers consist of scientifically validated questions that will assist you in assessing applicant fit based on benchmarks for 120+ healthcare jobs in eight job families.

Upon completion of a survey, reference providers can opt into receiving communications from your organization about current or future jobs. Past references are great sources for hard-to fill roles.

## Configure Workflows to Meet Your Needs

Talent acquisition is a team sport. Whether your processes are primarily handled by recruiters or hiring managers, multiple players are usually involved. Our healthcare hiring system provides configurable workflows and permissions to enable collaboration within any organization. Communication tools like @mentioning, pre-set alerts, and other types of reminders and notifications help ensure team members are cognizant of their assignments and activities aren't forgotten or duplicated. With a single place to communicate, compile data, and review and rate applicants, hiring managers and recruiters can truly become a cohesive, well-functioning team.

Customize checklists for your pre-hire, offer, and onboarding processes to easily manage all requisite tasks during every stage of the hiring process. If your organization receives federal funds, individuals included in the Office of the Inspector General's (OIG) List of Excluded Individuals and Entities are not eligible for employment at your organization. A pre-built checklist item will automatically run an initial screen of all applicants against this list, so your team doesn't waste valuable time assessing non-hirable applicants. Just as a pilot ensures the safety of passengers by using a "pre-flight" checklist, so too must talent acquisition professionals in healthcare ensure the safety of patients and residents with pre-hire, offer, and onboarding checklists.

<sup>3</sup> 2021. Morning Consult - Health Care workers series part 2

## Get New Hires Up-to-Speed Quickly

Whether a new hire is joining your organization for the first time or transitioning from another role, you can manage the offer and onboarding processes in our healthcare hiring system. Create and customize electronic offer letter templates and approval permissions. Use conditional tasks and alerts accelerate onboarding. For example, alert to your IT department to set up an identification badge for a new hire once an offer letter is signed.

## Embark on a Recruitment Transformation Journey

Improve your ability to compete for top talent by developing your recruiters' skillsets. Our online recruiter training and certification program is designed specifically for healthcare recruiters. They'll learn best practices to prioritize critical tasks, build stronger relationships with hiring managers, source passive talent, subdue counteroffers, quantify success, and drive a lean, efficient hiring process.

Unsure how your recruitment team measures up against industry peers? Our cloud-based portal benchmarks performance in four key recruitment dimensions:

- Quality of Hire helps define turnover costs and provide market perspective;
- Responsiveness drives reduction in cost of vacancy as well as improved hiring manager satisfaction;
- Productivity demonstrates the recruitment team's efficiency and productivity relative to the utilization of employee (FTE) resources; and
- Process Efficiency quantifies the thousands of hours wasted on staffing activities that do not add value.

Analyses of your data will only be useful if you know how, and are willing, to act on the insights they provide. Our expert consultants will offer personalized recommendations for improvement and provide a detailed baseline report you can use to measure future success.

## Get Results with our Talent Acquisition

In an increasingly competitive market, your talent acquisition team faces significant challenges. According to a recent survey, it takes an average of 131 days — approximately four months — to fill 26% of your healthcare positions.<sup>4</sup>

With the Talent Acquisition Solution, you can improve your time-to-fill even on the hardest-to-fill positions. Optimize your workflows with modern techniques to efficiently and effectively source and recruit quality candidates. Reduce new hire turnover by predicting applicants' likelihood for job success, service excellence, and long-term retention.

### symplr Talent Acquisition Solution Includes:

- Automated reference checking
- Behavioral assessments
- Candidate relationship management
- Career sites
- Healthcare hiring system (ATS)
- Healthcare job board
- Interview management
- Offer management
- Onboarding management
- Recruiter training
- Recruitment transformation
- Short-form applications
- Sourcing
- Talent networks

<sup>4</sup>2021. Lean Human Capital by symplr. 2021 Healthcare Recruitment Metrics Benchmark Study.