On a Mission to Innovate:
Leading Healthcare Organizations Transform Hiring with Modern Hire
Healthcare organizations solve tough challenges for their patients every day, always with a human touch. Their recruiting teams are no different: They manage hyper-competition for talent, rapid high-volume hiring requirements, and diversity hiring without losing focus on candidates as people. And they innovate.

Healthcare organizations have always been some of our earliest and most consistent adopters of Modern Hire technology because, like Modern Hire, healthcare organizations seek continuous improvement through science and technology. With Modern Hire, healthcare organizations can engage with candidates and achieve record-breaking hiring speeds, from weeks (and sometimes months) to days (and sometimes hours).

Modern Hire is transforming enterprise hiring in healthcare with trusted science and proven technology. Our intelligent hiring platform can meet the needs of every step of your hiring process.

**Quality of Care Starts with Seriously Better Hiring**

HCA: 82% of candidates schedule their interviews within 24 hours of receiving a text invite

SSM Health: 75% of candidates submit interviews within 26 hours; top 25% of candidates submit interviews within 47 minutes

Cincinnati Children’s: “We have built cohesiveness department-wide by leveraging Modern Hire. Now our remote recruiting teams see each other, work together, and further develop relationships. Looking at a person’s face changes the dynamic versus talking on the phone.”

Candidates who scored well on Modern Hire’s Virtual Job Tryout are the top-performing nurse and radiology technicians for a regional healthcare provider.

Hiring across 30 clinics with Modern Hire: Candidates’ wait time to schedule interviews reduced from 12 days to 12 hours

Northwell Health: “With Modern Hire, they have a branded experience about who we are. We’re using hiring leaders to ask the questions and tell the candidate about what it’s like to work at Northwell.”

Penn Medicine: “We’re finding that candidates who use Modern Hire tend to be more interested in the opportunity and more confident when they come in for their face-to-face interview.”
Automation.

Modern Hire’s automated workflows drive speed and efficiency without yielding on quality of hire or candidate experience. Recruiting teams that need to make thousands of hires can reach deeper into their talent pool to quickly engage hundreds of thousands of candidates with less effort and time.

Advanced Selection Science.

Modern Hire’s science-based hiring platform offers the deepest and broadest talent intelligence available, developed for fair, ethical hiring. Our advanced hiring tools are the best in the business at predicting performance and job fit. Use Modern Hire to build your most diverse, engaged, and qualified workforce.

Candidate Engagement.

Healthcare recruiters will never give up on the personal touch in hiring. With Modern Hire, you create branded, personal hiring experiences for every candidate, every role, with every workflow. Use Modern Hire advanced technology to handle the routine while you handle the relationships.

All-In-One Hiring Solution.

Our platform is made for configurable, seamless, end-to-end workflows across all positions in all industries. Modern Hire’s Hiring Blueprints can be your starting point. Hiring Blueprints are recommended, ready-to-go hiring templates built around scientifically validated, job-specific assessment and interview content to engage and screen, assess and interview, and evaluate and hire your top talent faster.

Healthcare Hiring Blueprints offer a combined assessment and interview experience that measures the competencies we have identified as predictive of success in the following healthcare roles:

- Telehealth Professional (NEW)
- Telehealth Professional with Emotional Recognition
- Nurse
- Nurse Assistant (CNA)
- Healthcare Staff
- Healthcare Administration
- Healthcare Billing
See What Healthcare Recruiting Leaders Say About Modern Hire

From the largest national healthcare systems to regional walk-in care networks to leading healthcare staffing firms, many healthcare organizations have partnered with Modern Hire to transform hiring. Hear from practitioners like you - the challenges they face and the innovative solutions they’ve found in these client stories.
SSM HEALTH AND MODERN HIRE

Accelerating graduate nurse and call center hiring

SSM Health is one of the largest employers in every Midwest community it serves. Its challenge was sluggish hiring in the hyper-competitive healthcare market. Top candidates wouldn’t wait two weeks for an SSM Health phone screen.

The SSM Health team replaced phone screens with Modern Hire on-demand interviews. Now, recruiters can engage all candidates quickly, efficiently, and effectively. Candidates are empowered to present their best selves. SSM has worked video interviewing seamlessly into multiple job-specific workflows.

The health system used Modern Hire’s platform to help its recruiters get comfortable with new processes. Recruiters also completed a video interview so they could know precisely what the candidate experience would be.

SSM Health now engages candidates in hours, not weeks. With Modern Hire, its team can effectively give hiring managers and candidates a better line of sight earlier into hiring decisions at SSM Health.

“When we started looking at Modern Hire, it was clear it could help us keep our candidate promises. Especially in the areas of being fast and accessible and making sure the hiring process is informative and fair.”

Becki Feldmann, System Leader of Candidate & Employee Experience, SSM Health

75% of candidates submit interviews within 26 hours

Top 25% of candidates submit interviews within 47 minutes
With 70,000 positions to fill each year, HCA’s talent acquisition team concentrates on efficiency and candidate experience to deliver quality hires. The international healthcare organization was already using Modern Hire’s on-demand video and voice interviewing to improve speed-to-hire and provide a better candidate experience.

To reduce time-to-fill even further, team leaders added Modern Hire’s automated scheduling. However, some recruiters had concerns about not making a phone connection with candidates first. Data from an HCA pilot of the automated scheduling technology changed minds and created buy-in:

With Modern Hire, HCA is engaging healthcare candidates faster with a modern hiring experience and has significantly reduced the number of team members scheduling interviews. 82% of candidates invited to schedule a phone interview by text responded within 24 hours. Of those, 30% scheduled their interview within 30 minutes; 60% scheduled within five hours.

“Our pilot suggests that candidates prefer receiving a text invite to schedule their interview rather than a call by a recruiter first. That data helped us change recruiters’ mindsets and improved adoption by our talent acquisition team.”

— Kelly Furbee, HCA’s Vice President of Talent Acquisition
Northwell Health cares for a community of more than 11 million people. When the complex health system unified under the Northwell Health name, its talent acquisition team needed to bring its new brand to life during hiring. Northwell chose Modern Hire to create personal, branded hiring experiences.

For high-volume roles, Northwell replaced on-site recruiting events with Modern Hire on-demand interviews. “With Modern Hire, they (the candidates) have a branded experience about who we are,” says Mary Comerford-Hewitt, VP, Human Capital Business and Program Development, Talent Acquisition. “We’re using hiring leaders to ask the questions and tell the candidate about what it’s like to work at Northwell.”

The team uses interviewing through Modern Hire’s intelligent hiring platform to shortlist candidates for its Health Management Program interns and executive-level positions too.

Northwell has seen improvements in speed, efficiency, consistent messaging, and more by bringing Modern Hire into its hiring process. “The recruiters have already screened candidates as qualified, capable, and a good fit. This gives the hiring leaders more confidence in the candidates they interview and choose.”

“Recruiting in healthcare isn’t easy; we’re all competing for really good talent. Modern Hire enables us to leverage innovation and flexibility.”

Mary Comerford-Hewitt, VP, Human Capital Business & Program Development, Talent Acquisition, Northwell Health
CINCINNATI CHILDREN’S HOSPITAL MEDICAL CENTER AND MODERN HIRE

Increasing recruiter productivity and effectiveness

“Modern Hire has helped us improve how money is spent,” says the senior director of employment. “We have also been able to elevate our recruiting function to internal clients by bringing in a technology solution that contributes to a better way of hiring.”

“We have built cohesiveness department-wide by leveraging Modern Hire. Now our remote recruiting teams see each other, work together, and further develop relationships. Looking at a person’s face changes the dynamic versus talking on the phone. It’s one more tool to help keep the team engaged and working well together.”

— Senior Director of Employment

Cincinnati Children’s is one of the largest children’s hospitals in the U.S. and the only Level 1 pediatric trauma center in the region. With health reform on the horizon, reducing costs and increasing productivity within its large recruiting team were vital concerns. Cincinnati Children’s partnered with Modern Hire to ensure it brought only the most suitable candidates on-site the first time.

Now, candidates complete a video interview before flying into Cincinnati, ensuring only top candidates are brought in for on-site interviews. Hiring managers’ time is spent with the most viable candidates. Recruiter productivity and effectiveness have increased, as has the hospital’s budget effectiveness.
NURSES AND RADIOLOGY TECHNICIANS AND MODERN HIRE

Enabling data-driven candidate selection

This Modern Hire client is a network of walk-in urgent care facilities ranging from the Gulf Coast to New England. The healthcare provider wanted its hiring managers to use candidate data to identify nurses and radiology technicians capable of delivering exceptional patient care and superior customer satisfaction in a team-based practice.

Modern Hire created a Virtual Job Tryout® for the client. The Virtual Job Tryout is a powerful, science-based pre-employment assessment that predicts job performance. It goes beyond conventional cognitive and behavioral assessment with innovative exercises that simulate the job, providing evidence of how candidates are likely to perform in the client’s environment.

Modern Hire’s assessment scores candidates on leadership characteristics, emotional intelligence, reasoning, and situational judgment for this client. At the same time, it engages candidates in activities they are likely to encounter to understand more about the job opportunity.

Modern Hire helped this healthcare provider transform its hiring and business performance using advanced selection science and technology. Candidates who scored well on the Virtual Job Tryout were top healthcare professionals for the healthcare provider. They were shown to be better in their ability to lead, higher on teamwork metrics, and better overall job performance in their nurse and radiology technician roles.
Penn Medicine has six hospitals, hundreds of outpatient locations, and a nationally recognized research institution. Its talent acquisition team struggled to keep up with a constant load of 5,000 requisitions each year in the highly competitive Philadelphia talent market.

Penn Medicine replaced traditional phones with Modern Hire on-demand interviews to increase recruiter efficiency and speed up engagement with candidates. With Modern Hire, the team found it could quickly move qualified candidates through the hiring process and better manage the high volume of requisitions.

“We've saved a considerable amount of time on the front end since the recruiter and hiring manager can work together on very targeted questions to ask in the on-demand interview,” says Colleen Diercksen, Penn Medicine’s Director of Talent Acquisition Operations. “And it’s simple for our managers to quickly assess candidates between patient times or time on the floor.”

Rather than showing a hiring manager a dozen resumes, Penn Medicine recruiters can efficiently present a thorough profile of three to five highly qualified candidates in less time.

“We’re finding that candidates who use Modern Hire tend to be more interested in the opportunity and more confident when they come in for their face-to-face interview. It really is a fabulous thing.”

Colleen Diercksen, Penn Medicine’s Director of Talent Acquisition Operations, Penn Medicine
Speed to hire was a significant issue at one of the nation’s top healthcare systems. Its talent acquisition team needed to engage candidates for high-volume roles faster and streamline hiring for 30 clinics.

The team implemented Modern Hire’s intelligent hiring platform. Now, qualified candidates automatically receive an invite to a Modern Hire interview within moments of applying. Interviews are completed within 24 hours, and experienced professionals get on recruiters’ calendars within 12 hours.

Using Modern Hire’s library of interview questions, the team implemented a new behavioral interviewing program simultaneously. To reduce managers’ frustration in talking to candidates who ultimately were not interested in the position, the team created more than 100 job welcome videos with just an iPhone and tripod and integrated the behavioral interviewing program videos. Modern Hire’s virtual foyers are used to extend the candidate experience with welcome calls completed within 24 hours of offer acceptance.

Speed to hire has improved significantly. With Modern Hire, the team can identify candidates with the right qualifications and behaviors to hire best-fit candidates across all locations.
SERIOUSLY BETTER HIRING

In healthcare hiring, continuous improvement in speed, candidate engagement, and quality of hire is essential for responding to whatever the ‘next normal’ brings. An intelligent platform like Modern Hire, backed by a deep investment in the science of human performance in the workplace, enables that continuous hiring transformation. Seriously better hiring starts with Modern Hire.

Transform your hiring experiences and business performance with Modern Hire.

Modern Hire’s intelligent hiring platform transforms each step of the process with screening, assessment, interview, and workflow automation tools that make hiring more effective, efficient, ethical, and engaging. Modern Hire is differentiated by its advanced selection science and is trusted by more than 700 leading global enterprises and nearly half the Fortune 100.

To learn more about the company’s commitment to seriously better hiring, visit www.modernhire.com.