

# Health workforce management on ServiceNow – HR onboarding



At the end of 2021, the healthcare industry had a huge shortage of employees compared to the pre-pandemic. Turnover continues to be high with the pandemic accelerating these labor shortages. With these ever-increasing workforce challenges, it's critical to be able to bring newly hired physicians, nurses, and other clinicians and get them working in clinics and serving patients quickly.

In addition, today's digitally savvy employees expect seamless, easy-to-use experiences both at work and home. The path for new employees including providers can be complex, often paper-based or cutting across multiple systems and requiring various steps for credentialing, privileging and enrollment.

## What's the solution?

KPMG firms have developed a HR onboarding solution and accelerators to help alleviate the pitfalls and process challenges which can be cumbersome for newly hired employees. Enabled by ServiceNow's HR Service Delivery Module, the solution creates a single point of entry to help engage new employees and help guide them through organizational processes, to get them on clinic floors faster. This solution delivers positive user experiences for new hires by taking a human-centric design approach with a focus on moments that matter for employees.

## How does it work?

- Persona-based access and associated relevant information
- Digital experience, process, and design emphasis
- Emphasis on to-be onboarding journey and specific lifecycle events and tasks
- User experience designs on mobile and other platforms
- Integrations to key tools to simplify processes
- Agile sprints to build and test the ServiceNow solution
- HR dashboards to improve process management and drive better-informed decisions
- Insightful analytics measure success and identify opportunities to improve processes
- The HR onboarding solution is designed with employers to support visibility into timing of activities, aligning cross-departmental dependencies and allowing for exceptions

## Potential benefits:

The HR onboarding solution can:



Streamline and simplify processes for new hires, creating positive experiences



Reduce manual entry and administration of complex activities across systems



Deliver analytics and insights to support continual process improvement



Support completion of compliance policy tasks before day one



Help to create better user experiences with accessibility from multiple devices including mobile

# What “good” looks like for the onboarding process

Enterprise onboarding can be one of the most complex services that organizations implement. However, ServiceNow technology can be used to cut through complexity and connect various departments within and outside of organizations to deliver positive user experiences for new hires. Below is a baseline HR example of high-level enterprise onboarding tasks and personas.

Onboarding							Personas
Initiate onboarding	Account notification	Drug screen	Background check	Review & sign documentation	Work visa request	Relocation assistance	<ul style="list-style-type: none"> <li>• Talent acquisition</li> <li>• Onboarding coordinator</li> <li>• Hiring leader</li> <li>• Employee health</li> <li>• Credentialing for medical staff</li> <li>• Providers – Doctor, RN, PA</li> <li>• Team member</li> </ul>
Pre-boarding	Complete profile	Benefits enrolment	Setup payroll	Provide licenses & certs	Request workspace	Request hardware & software	
Day 1	Welcome email	Site & badge	Complete new hire policies	Orientation check in	Complete I9		
Post day 1	Job role training	New hire survey	Performance check-ins	Identify a mentor			

  
  

Source: KPMG and ServiceNow digital solutions documentation

## Why KPMG and ServiceNow?

Together with ServiceNow, an industry-leading workflow platform, KPMG digital health solutions help organizations to achieve more value and deliver game-changing economics across all functions of their enterprises. Our healthcare advisory and ServiceNow teams collaborate to address market challenges, provide in-depth industry perspectives, and leverage the full Now Platform to help enable consumer-like experiences, automate complex workflows, and deliver superior services while helping to drive greater productivity.

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