

Empowering Practitioners and Staff to Improve Patient Care

Integrated Talent
Management Solutions



Meeting Patient Care Challenges with Effective Talent Management

Improving employee performance leads to better patient care. Yet efficiently managing performance and development can be challenging, especially in a high-pressure clinical environment, across multiple sites, and with tightening budgets. To ensure continuing quality of care, healthcare organizations today must:

Proactively engage and retain employees to minimize disruption to patient care.

Expected talent shortages mean developing and retaining existing employees will be even more critical to the ability to provide consistent, quality care.

Efficiently monitor performance and provide regular, actionable feedback. Finding the time to provide performance feedback is challenging. Nonetheless, efficient, real-time observation of employees on the job and in the field is key to ensuring patient care standards are not only met but exceeded.

Keep employees educated and trained on the latest procedures and technology.

Quality patient care requires that skilled practitioners and staff be committed to ongoing development assessments and compliance requirements.

Without concerted, strategic efforts to consistently improve practitioner and staff performance, healthcare organizations run the risk of delivering less-than-optimal patient care. *How then can providers ensure continuity and quality of care amid shortages and economic constraints?*



Integrated Talent Management Ensures Having the Right Tools to Deliver Quality Care

One component of providing excellent patient care is ensuring that practitioners and staff know how to accurately and efficiently use electronic medical record (EMR) systems.



Headquartered in Virginia, Carilion Clinic serves nearly one million people and manages 11,000 clinicians, nurses, and staff. When approaching the rollout of its EMR in 2007, Carilion turned to Cornerstone OnDemand's integrated talent management solutions to train and assess users. "Knowing we'd have to train thousands of staff with role-specific education on how to do electronic charting was daunting," says Rob James, system administrator. "We knew we just couldn't manage that level of complexity and scope with our existing system."

Drawn to Cornerstone's cloud-based, software-as-a-service (SaaS) model because of its seamless platform integration and ease of navigation, Carilion implemented Cornerstone's Learning Cloud. Managers used the system to deliver customized, media-rich training and to identify gaps in staff education. To ensure that patient records were managed correctly, Carilion also relied on the Performance Cloud, consolidating the review process and transitioning to a system of common review dates.

With a streamlined performance and development process in place, Carilion realized the need for the ability to observe and measure competencies and performance in real time on the job. In tandem, Carilion and Cornerstone developed the Observation Checklist functionality, designed to help administrators observe clinical skills while nurses provide care. The Observation Checklist also ensures compliance with safety procedures as employees perform medical tasks.

Now, with the integrated approach to talent management in place, "A lot of people are very impressed after coming to Carilion from other healthcare organizations and seeing what we do to make sure our employees are prepared to provide healthcare competently and correctly," says James. This preparation helps drive continued quality care amid talent shortages and economic constraints.

Source, Retain, and Engage High-Quality Talent to Improve Patient Care

With Cornerstone's integrated talent management solutions, healthcare organizations can:



Decrease new employees' time to productivity. A strong onboarding process diminishes disruption amid staffing changes while creating employees who are more engaged from day one. With Cornerstone's Recruiting Cloud, organizations can efficiently uncover, evaluate, and screen potential candidates.



Deliver training and learning opportunities to address compliance and engage employees. Keeping practitioners and staff trained and updated on new procedures improves both patient care and compliance. With Cornerstone's Learning Cloud, organizations can streamline delivery, administration, and tracking of training. Flash graphics, video, and single sign-on access increase adoption and improve user experience, and learning is accessible via a variety of channels.



Streamline performance management. Human capital management consultancy CedarCrestone has uncovered that automating performance management processes can reduce operational costs by 20 percent. Cornerstone's Performance Cloud helps organizations automate time-consuming performance appraisal processes, while the Observation Checklist helps perform on-the-job, real-time evaluations that can highlight competencies and skill gaps.

Contact Cornerstone today for additional information on how our industry leading solutions can help tackle your healthcare-specific talent issues.

Cornerstone OnDemand is a leader in cloud-based applications for talent management. Our solutions help organizations recruit, train, manage and connect their employees, empowering their people and increasing workforce productivity. To learn more, visit [csod.com/healthcare](https://www.csod.com/healthcare).