



Infor Talent Science for Healthcare

Enhance quality through talent

Whether your organization is a hospital, healthcare system, or an extended care provider, you're under pressure to sustain the viability of business operations, while continuing to provide high quality, safe care. To meet those demands and thrive in the era of healthcare reform, you need to better align your people and processes, and capitalize on your greatest asset—talent.

Healthcare organizations like yours face unique human capital challenges, such as rising labor costs, a shortage of skilled labor, and turnover of highly trained personnel. It is essential in this environment to place people in the right role.

You need to consistently find top talent, keep them in your organization, and develop them. Doing so enhances quality of care by creating the opportunity for better patient care, safety, and satisfaction.

Infor® Talent Science™ partners with healthcare organizations, representing over 1,000 locations servicing more than 23 million patients, to deliver adaptable talent solutions that are easy to use, scalable, and highly predictive. Our solution generates crucial data for effective decision making and since industry averages demonstrate that replacement costs of nurses, for example, are nearing one hundred percent of salary, the potential of leveraging even small reductions in turnover could impact ROI into the millions of dollars.

The approach of putting the right person in the right role gives you measurable returns on your healthcare talent initiatives. Our solution also delivers key insights that can help your workforce work smarter, while your organization improves patient care and adapts to shifting market conditions.

A healthcare network used Talent Science to help drive a significant reduction in nursing turnover, saving \$2.4 million in replacement costs at \$42,000 per nurse.

Benefit from experience

Infor has 18 years of experience delivering solutions that have helped thousands of healthcare organizations, and 21 of the 25 largest healthcare delivery networks, quickly adapt to changing conditions, improve patient outcomes, and achieve financial sustainability.

Now, we've expanded our industry leading, end-to-end human capital management suite with the addition of Infor Talent Science. This cloud-based solution develops custom Performance Profiles using a world-class behavioral assessment that can help healthcare organizations better select, develop, and retain employees, including your most critical talent-clinicians.

Use Predictive Talent Analytics

Infor Talent Science uses Predictive Talent Analytics™—the powerful combination of talent science and big data. Using this patented methodology, the system identifies key behavioral attributes that are most predictive of success in your business and connects top performers' traits with your most important and strategic KPIs.

Hiring managers receive behavioral data on every candidate. The data is formatted so that it is easy to understand and use to make hiring decisions that will impact organizational performance. The software also allows you to move a large number of candidates through the process with a few clicks of the mouse.

Just as doctors diagnose patients, it is essential to understand your pain points to build a solution that works for you. Our patented software and technology develop validated customizable Performance Profiles that capture the Behavioral DNA® of incumbents tied to your own performance data and key metrics.

Performance Profiles become the benchmark of defining success in a given role, providing consistent structure and a common language for evaluating people.

Your job candidate's key behavioral attributes are extracted through a single assessment. Our research has yielded a uniquely predictable and efficient process that instantly delivers comprehensive insights. Finally, the candidate's assessment results can be compared to the Performance Profile of any position for both initial selection and ongoing career path planning.

With Talent Science, you get:

- Predictive Talent Analytics
- Customized Performance Profiles
- Desktop browser and mobile assessment platforms
- Candidate fit score and scorecard
- Best-fit and career path planning
- Interview and onboarding guides
- Coaching and feedback guides
- Candidate management workflow
- Integrations for ATS, HRIS, etc.

Infor Talent Science offers assessments in 14 languages including English, Spanish, French (Canadian), French (European), Italian, German, Spanish (European), Portuguese (Brazilian), Simplified Chinese, Chinese (Mandarin), Japanese, Indonesian, Malay, and Thai. Every translation is tested and proven to deliver the same quality behavioral analytics as the original US version.

With Infor Talent Science, you can:

- Remove the guesswork from the hiring process.
- Identify best fit candidates and streamline hiring procedures.
- Drive key business objectives and strategic KPIs.
- Harness scientific and validated data across employee lifecycles.
- Gain valuable insights to maximize workforce potential.

The software offers a broad menu of integrated tools to make the A-to-Z hiring process a seamless experience for both candidates and clients. With a highly scalable solution capable of evaluating a large number of candidates, you get a higher degree of predictability, which translates into top performing employees who stay longer.

The system can be integrated with Infor's best-in-class talent management system, third-party applicant tracking systems, or, it can be deployed standalone, with available candidate management workflow functionality.

However you choose to deploy Talent Science it can help your healthcare organization:

Decrease turnover and increase performance

Healthcare entities need employees who stay longer, but also perform better. You lose productivity when a position is vacant, while increasing overtime to cover the empty position. Plus, you have to deal with acquisition costs, and decreased efficiency during the onboarding of new hires.

Turnover also threatens your ability to improve performance, establish consistency, and promote quality. You can reduce turnover and avoid degrading your service to your patient population by choosing Talent Science as your talent assessment and selection tool.

Healthcare organizations that use Talent Science's combination of big data and behavioral insights to generate hiring recommendations can identify predictive behavioral, cultural, and operational patterns that drive strategic KPIs.

Talent Science helps accurately identify potential top performing candidates who will provide better patient care and greater to your healthcare organization. Candidates with a better fit to a specific role will become productive sooner and achieve higher levels of performance. In studies of healthcare organizations that use Infor Talent Science, employees evaluated and recommended by our software have proven to outperform other non-evaluated new employees.

Given the fact that patients have their choice of providers, and social channels make patient feedback instantly available on health system experiences, organizations that identify top candidates and keep them within the health system have the greatest likelihood of achieving the highest performance outcomes as measured by industry standards like HCAHPS and NDNQI.

Streamline processes

When you reduce turnover and streamline the process to find new hires, you can reduce the cost and effort associated with talent acquisition.

With Talent Science, hiring managers can sort the candidate pool to find the best-fit candidates, and only interview those who have the greatest likelihood of success. Taking the assessment in our cloud-based software is also a simple, intuitive process for the job candidate. One quick assessment makes it possible to compare the results to any number of existing Performance Profiles, avoiding the time-consuming inconvenience of taking multiple assessments.

Reduce risk

Because Talent Science uses objective, defensible criteria to generate every hiring recommendation, you reduce the risk associated with a more subjective hiring process and the onboarding of bad hires into the organization. More than 10 years of testing has produced an instrument that is fair, non-biased, and legally defensible across any candidate population.

"Our study showed that turnover costs are about \$42,000 per nurse. Infor Talent Science is definitely part of our recruitment plan to hire the right person, put them in the right job, and do it in the right way."

**—HR director,
client healthcare organization**

Get results now

With Infor Talent Science, you can use behavioral insights for onboarding, coaching, identifying best-fit roles, and career path planning. You can use proven techniques, science, and technology to find the right candidate for the right position to:

- Decrease turnover
- Improve performance
- Streamline hiring processes
- Reduce risk

Accurately identify potential top performing candidates who will provide better patient care and greater value to help differentiate your healthcare organization with Infor Talent Science.



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About Infor

Infor builds beautiful business applications with last mile functionality and scientific insights delivered as a cloud service. With 14,000 employees and customers in more than 200 countries and territories, Infor automates critical processes and helps eliminate the need for customization through embedded industry domain expertise. To learn more, visit www.infor.com.