

HCM Workday Town Hall

October 16th, 2024

HR Workday Town Hall Agenda

October 16, 2024

- Welcome
- Open Enrollment
- Pre-boarding Redesign
- Workday Insights
- Next Steps/Q&A



Open Enrollment

Open Enrollment: October 17 – October 31

If you do not complete Open Enrollment, last year's benefits choices will roll over except for the following:

- Tobacco-free designation
- Spousal coverage designation
- Elect your 2025 HSA contribution if you are enrolled in the Health Savers plan
- Enroll in a 2025 Medical FSA if you are enrolled in the Select or Plus plans
- Enroll in a 2025 Dependent FSA
- Waive the short-term or long-term disability buy up plans

What's new for your 2025 Benefits

- We are moving from Aetna to **Meritain** to process the medical claims
- Premiums will increase for the Health, Delta Dental & Cigna Dental programs
 - BCBST Dental, MetLife Vision, MetLife Life and AD&D, Unum Disability premiums all stay as is
- Health Saver deductibles will increase to the new IRS requirement

Who is Meritain and why are we changing administrators

- Meritain is an Aetna company
- They specialize in self insured plans like our VUMC Health Plan and therefore they can customize their service to our needs.
 - For example, they are building a custom “wellness incentive” so we will be able to see the GFTG credits in your account.

Meritain Health[®]

an  **aetna**[®] company

What stays the same with us moving to Meritain?

- 3 health plan options and their plan design
- Provider network

In person help

October 21 – October 31

2024 OE Labs

Join us at an upcoming Open Enrollment lab if you need help enrolling in benefits. Our benefits representatives will be available at various locations across our campuses on multiple days.

Choose the lab that best fits your schedule at hr.vumc.org/oe/2024labs.

Informational Opportunities



AnswerBot on the Open Enrollment website answers questions 24/7.



Information translated into Arabic and Spanish.



Webinars and Detailed Guide.



Workday Knowledge Articles.

Open Enrollment information can always be found online at

<https://hr.vumc.org/oe>

Ways to get help



Chat with a benefits representative.



Create a Case in Workday



In-Person Open Enrollment Labs

Open Enrollment information can always be found online at
<https://hr.vumc.org/oe>

Redesigning the Pre-boarding Experience



Onboarding

Feedback Received – Onboarding Process

- Process is overwhelming
- Process is confusing
- Unclear communications
- Too many communications
- Inconsistent communications
- Unsure who can answer questions

Enhancing the Pre-employment Experience

Create a more welcoming and personalized experience for individuals entering our organization.

- Redesign role of background and I-9 team to a pre-boarding partner
- Create more direct interaction with new hires during the pre-boarding process
- Interaction begins after offer is accepted and background is initiated and continues until Day 1
- Pre-boarding partner becomes primary point of contact
- New hire assigned to ONE pre-boarding partner

Pre-boarding Partner Tasks and Responsibilities

- **Contact with New Hire**

- ✓ Multiple communications throughout the process
- ✓ Improving communication clarity
- ✓ Reducing contact points as much as possible

- **Background Check**

- ✓ Monitoring status, including whether initiated by new hire
- ✓ Reviewing results

- **I-9 verification**

- ✓ Scheduling or helping to complete the I-9

- **Schedule orientation**

- ✓ Sending information about time earlier in the process

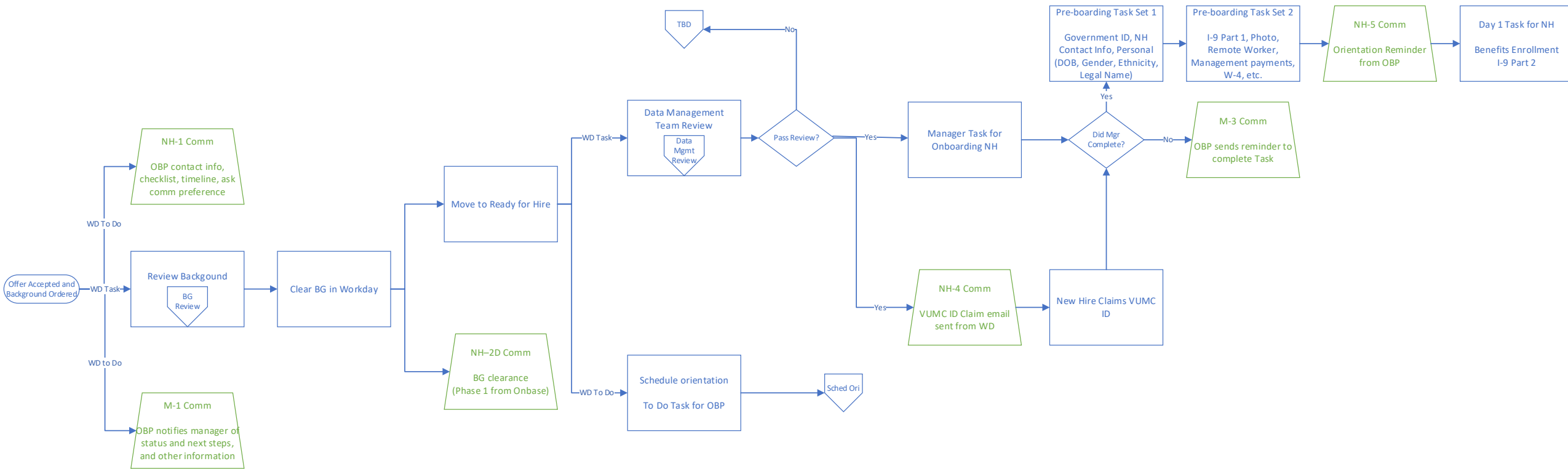
- **Monitoring Tasks for New Hire**

- ✓ Ensuring new hire has completed necessary tasks throughout the process

- **Contact with Manager**

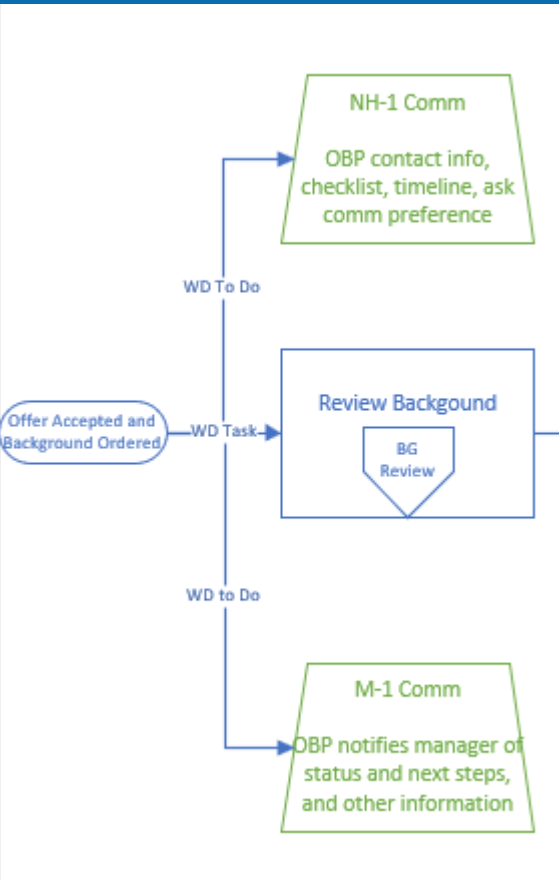
- ✓ Hire is complete
- ✓ Send manager checklist

Pre-boarding Process



Pre-boarding process

- Offer accepted by new hire and background ordered by recruiter
- Pre-boarding Partner tasks and to do items
 - WD To Do – New Hire Communication
 - WD To Do – Manager Communication
 - WD Task – Review Background
- Monitoring background status through reporting
 - Initiation by new hire
 - Outstanding authorizations
 - Response to vendor from new hire
 - Delayed results from vendor



New Hire Introduction Communication

- Information provided to New Hire
 - Name and Contact of the Preboarding partner
 - Job Title and Department Name of New Hire
 - Work Location (will say remote if position is remote)
 - Tentative first day/orientation
- Providing outline of what to expect in the pre-boarding process



Subject Line: Welcome to Vanderbilt University Medical Center!

Dear [New Hire],

We are excited to welcome you to Vanderbilt University Medical Center (VUMC)! As a new member of our organization, we want to ensure you have a successful onboarding experience. Our goal is to provide you with the tools and resources you need to hit the ground running and thrive in your new role.

My name is [Insert OBP Name]. As part of the HR pre-boarding team, I am here to help guide you through the onboarding process. Congratulations on your new role as [Insert Job Title] within [Insert Department Name] working in [Enter information regarding Work Location, including if remote].

You should have received an email from Sterling, our background vendor, with a link to initiate the background check process. Please be sure to complete this process as soon as possible, as completion of the background process is required to move forward in the pre-boarding process.

Please hold [Insert date of first day/orientation] as your tentative orientation date. Once your background is completed, we will confirm your orientation date and time.

When your background is cleared and the hire process is completed, you will receive information regarding how to create your VUMC ID, which will be used to access systems within VUMC, including your email account.

If you would like to more detailed information regarding the pre-boarding process, please go to the following website. [Insert web address]

We understand that starting a new job can be overwhelming, but we are committed to making this process as smooth as possible for you. If you have any questions or concerns, please do not hesitate to contact me.

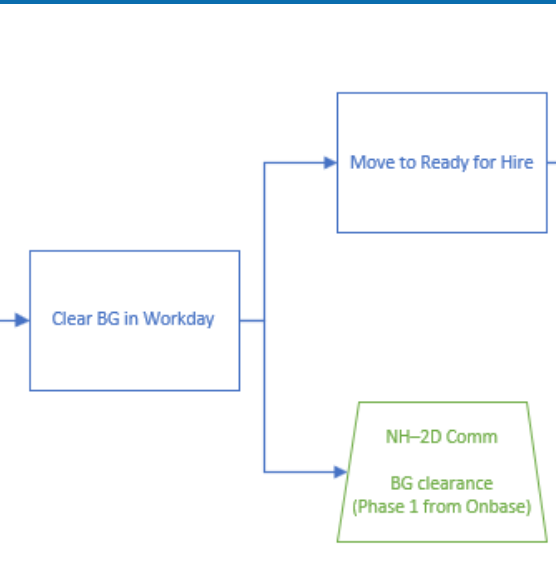
Once again, welcome to VUMC! We are excited to have you on board.

Best regards,

[Pre-boarding Partner Name]

[Contact Information]

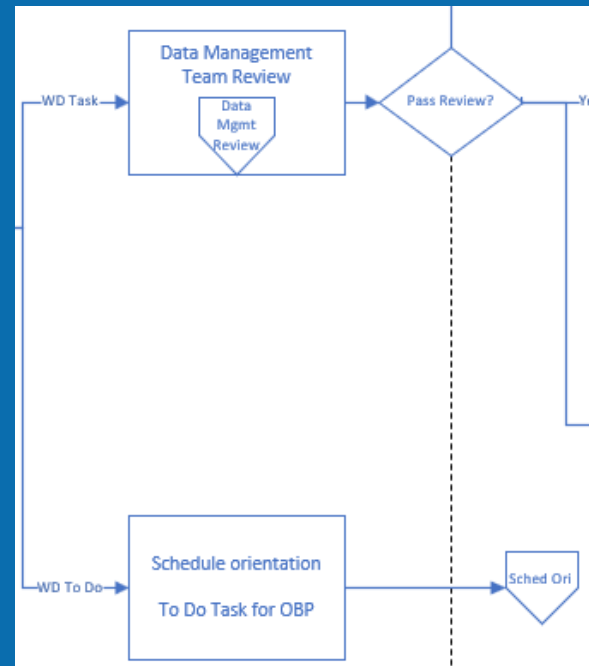
Pre-boarding process (continued)



- Background is cleared
- Communication is sent to new hire regarding BG clearance
- Pre-boarding team moves the record to “Ready for Hire”
 - Creates the hire record to move forward in process

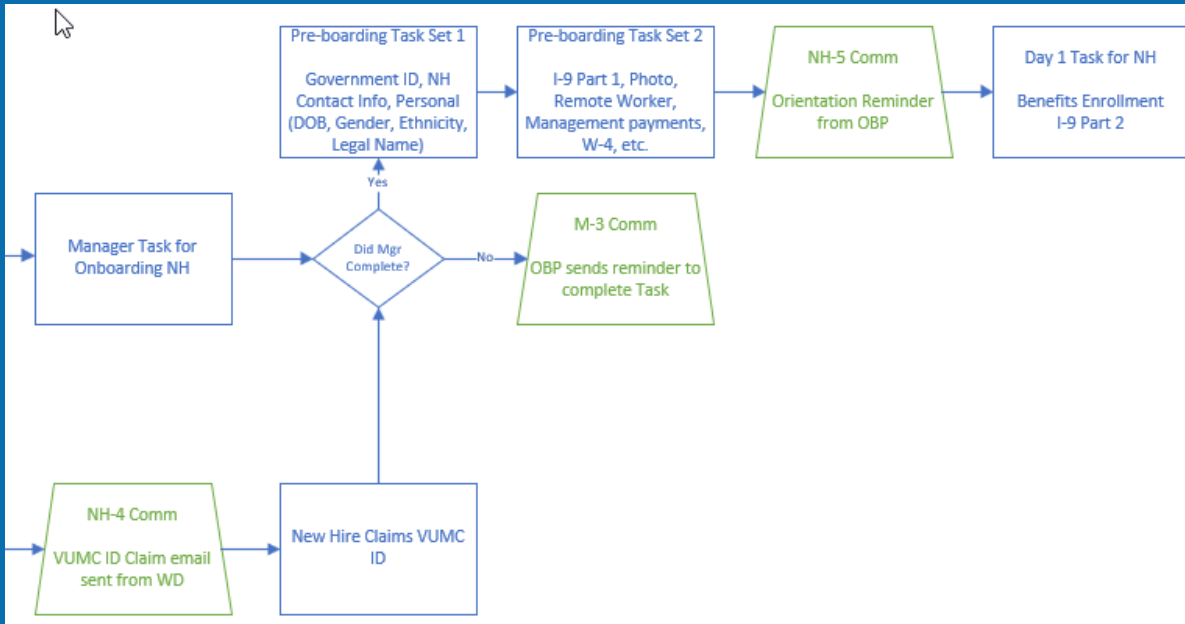
Pre-boarding process (continued)

- Data Management Review
- Schedule Orientation
 - Earlier notification of orientation arrival time



Pre-boarding process (continued)

- VUMC ID Claim Email
 - Improve timing of email to when they can claim
- Completion of Manager Onboarding Setup Task for New Hire
 - Key task for manager completion for the rest of the process to continue
- Pre-boarding Tasks Set 1
 - New hire must complete before set 2 tasks are released
- Pre-boarding Task Set 2
 - I-9, W-4, and Manage Pay Elections
- Orientation Reminder



Where are we?

- Finalizing testing of the new process design and identifying changes needed to support the process
 - Updates to WD Business Processes and Security
 - New Reports
 - Additional To Do items and tasks within WD
- Finalizing updated communications
- Coordinating with the many other areas involved in the pre-boarding process, including Occupational Health, Clinical Orientation team, Talent Acquisition, etc.
- Working toward a Phase 1 roll out in November

Workday Insights

Job Description Report

- View Job Profile CR



6837 - Reg Nurse Inpatient 2

Job Profile	6837 - Reg Nurse Inpatient 2
Job Category	Registered Nurses
Employee Class	Staff
Pay Rate Type	Hourly
Job Profile Summary	<p>JOB SUMMARY</p> <p>Applies the nursing process to plan and implement the care of patients, including patient and family education and continuum of care planning. Effectively communicates pertinent patient/family information to the health care team. Collaborates in establishing patient goals and evaluates progress to ensure effective outcomes. Furthers professional growth by engaging in learning activities according to the Board of Nursing standards.</p>
Job Description	<p>Key Responsibilities</p> <ul style="list-style-type: none"> • Collaborates In Establishing The Plan Of Care, Coordinates And Implements Care Delivery While Anticipating Patient Care Needs Across The Continuum. • Analyzes Comprehensive Information Pertinent To The Patient'S Care And Management To Determine Nursing Diagnosis. • Continually Utilizes The Nursing Process To Evaluate Patient'S Progress Towards Goals And Applies Appropriate Interventions To Ensure Effective Outcomes. • Employs Strategies To Promote Health And A Safe And Healthy Environment. • The Responsibilities Listed Are A General Overview Of The Position And Additional Duties May Be Assigned. <p>Technical Capabilities</p> <ul style="list-style-type: none"> • Evidence-Based Practice (Novice): Possesses Sufficient Fundamental Proficiency To Successfully Search For Evidence To Answer Clinical Questions. Generally Works Under The Direction Of Others While Accomplishing Assignments. • Care Planning (Novice): Demonstrates Ability To Anticipate Resource Needs, Identify Distinct Tasks, Set Priorities, Schedule Activities, Meet Deadlines, And Organize Work Within Areas Of Direct Responsibility. Competently Handles Multiple Assignments Often Simultaneously By Prioritizing Work Into Manageable And Measurable Units. Ability To Adapt To Changes To Patient Care And Area Needs With Minimal Disruption And Loss Of Productivity. Follows Up To Assure Problems And Issues Are Resolved. • Nursing Patient Education (Novice): Possesses Sufficient Fundamental Proficiency In Providing Patient Education In Practical

Workday Help Reminders

- Updates to tickets are made within Workday. No emails are sent to individuals with updates.
 - For more information, click into the actual case to confirm next steps or if additional information is needed.
- Opening a WD Help ticket ON BEHALF of another person.
 - Individual receives subsequent communications
- Opening a WD Help ticket ABOUT another person.



Questions?

Next HCM Town Hall:

Wednesday, November 20th, 10:00 am

