Mount Sinai Health System and Arena Address AI-Driven Hiring for Healthcare at Leading Industry Conference

World-class healthcare system shares learnings from applying innovating thinking and technology to transform their workforce and reduce employee turnover

Mount Sinai Health System's (MSHS) work with Arena using data, AI, and predictive analytics to transform its workforce and reduce employee turnover was featured at the LEAP HR Healthcare 2018 conference.

Jane Maksoud, Senior Vice President and Chief Human Resources Officer at MSHS, and Myra Norton, President and COO of Arena, shared their experience in a session titled "Leveraging Data, Predictive Analytics & HR Innovation to Transform Hospital Operations & Workforces."

They discussed the situation at MSHS today, with particular emphasis on diversity, community, and population health. They also explored how these factors are driving workforce transformation efforts – specifically around talent acquisition and management. They then introduced the concepts behind using data, AI, and predictive analytics to improve healthcare hiring, and how they relate to similar techniques used by Amazon and Netflix. Finally, they shared the results of their work together, along with the lessons they learned, and their recommendations for others wanting to take a similar leap.

"Mount Sinai Health System has a long tradition of leveraging advances in science and technology to provide the best care for our community," said Jane Maksoud. "As we transition to a Population Health Management-centered approach, it becomes critical that we use these same tools in talent acquisition to transform our workforce and retain our best employees – while continuing our focus on diversity and community."

Recruitment and retention has been a challenge in healthcare for decades. A recent study by Compdata Surveys reported the overall turnover for all healthcare roles is 20.6%. But new technology, driven by recent advances in Artificial Intelligence (AI), has become a proven solution.

"When we first started working with Mount Sinai Health System, we guaranteed we would reduce their employee turnover by 10%," said Myra Norton. "After two years of working together, we're proud to report we've reduced 90-day turnover by 77.6%, 180-day by 34.3%, and 360-day by 25.7%. While there is a lot of hype around using data, AI, and predictive analytics in hiring in the market today, we are delivering real results that are verified by the analytics teams at our clients."

LEAP HR forums provide industry-specific environments to challenge traditional thinking around how to build better companies. The goal is to create a movement of bold, ambitious business leaders who want to change the way HR works, a mission which involves working with a remarkable group of HR leaders actively changing their companies from the inside.

"Having worked in several large healthcare organizations over my career, I have seen the immense opportunity for innovative thinking and technology to improve the industry," said Victor Buzachero, CHRO Emeritus at Scripps Healthcare and advisor to both Arena and LEAP HR Healthcare. "This conference is built on pioneering healthcare providers sharing their stories for the benefit of the entire industry, and I cheer Jane for doing that here today."

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About Arena

Arena uses data, AI, and predictive analytics to help healthcare organizations transform their workforce. We collect a large amount of data on talent, map it to specific organizational outcomes, and use data science to generate predictions that are customized for each organization, location, department, and role. We typically start with employee retention, and expand into areas like patient satisfaction, employee engagement, and hospital readmissions. The longer we work with clients, the more outcome data we receive and the more accurate our predictions become by leveraging machine learning techniques. Arena's data-driven approach also removes naturally implicit biases from the hiring process by excluding socio-economic and demographic data. Arena's clients process over 4 million applications per year across 450+ facilities; we have a 100% success rate at reducing employee turnover, with a median reduction of 38%. And we guarantee a 10% reduction or we'll refund the pilot.

About the Mount Sinai Health System

The Mount Sinai Health System is New York City's largest integrated delivery system encompassing seven hospital campuses, a leading medical school, and a vast network of ambulatory practices throughout the greater New York region. Mount Sinai's vision is to produce the safest care, the highest quality, the highest satisfaction, the best access and the best value of any health system in the nation. The System includes approximately 6,600 primary and specialty care physicians; 10 joint-venture ambulatory surgery centers; more than 140 ambulatory practices throughout the five boroughs of New York City, Westchester, Long Island, and Florida; and 31 affiliated community health centers. The Icahn School of Medicine is one of three medical schools that have earned distinction by multiple indicators: ranked in the top 20 by U.S. News & World Report's "Best Medical Schools", aligned with a U.S. News & World Report's "Honor Roll" Hospital, No. 13 in the nation for National Institutes of Health funding, and among the top 10 most innovative research institutions as ranked by the journal Nature in its Nature Innovation Index. This reflects a special level of excellence in education, clinical practice, and research. The Mount Sinai Hospital is ranked No. 18 on U.S. News & World Report's "Honor Roll" of top U.S. hospitals; it is one of the nation's top 20 hospitals in Cardiology/Heart Surgery, Diabetes/Endocrinology, Gastroenterology/GI Surgery, Geriatrics, Nephrology, and Neurology/Neurosurgery, and in the top 50 in four other specialties in the 2017-2018 "Best Hospitals" issue. Mount Sinai's Kravis Children's Hospital also is ranked nationally in five out of ten pediatric specialties by U.S. News & World Report. The New York Eye and Ear Infirmary of Mount Sinai is ranked 12th nationally for Ophthalmology and 50th for Ear, Nose, and Throat, while Mount Sinai Beth Israel, Mount Sinai St. Luke's and Mount Sinai West are ranked regionally. For more information, visit http://www.mountsinai.org/, or find Mount Sinai on Facebook, Twitter and YouTube.

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