Corporate Screening

Sutter Health

Oracle Taleo Background Solution Standardizes Operations and Improves Efficiency for leading Northern California Health System

Sutter Health serves patients and families in more than 100 cities and towns in Northern California. Its not-for-profit hospitals are regional leaders in areas such as cardiac care, women's and children's services, cancer care, orthopedics, and advanced patient safety technology.

Sutter's Human Resources department operates as part of a shared services model, and in addition to recruiting and HRIS, includes operations such as payroll, finance, and scheduling. Although the department is mostly centralized into one facility, HR business partners also operate at other locations and recruiters work in the field.

As one of Northern California's largest employers, Sutter's HR department processes about 13,000 new hires a year. Under the shared service model, HR strived to transform its current operations to create a more efficient and unified hiring process.

Tara Darnell, Recruitment Leader at Sutter Health, explains.

"Staff working at multiple locations each had a unique way of processing hires, and as a result, we experienced inconsistencies throughout our recruitment process," Darnell said. "We needed to modernize our work processes by moving to an electronic platform so we could streamline and standardize background screenings and eliminate work silos."

Moving toward a paperless work environment, including electronic tracking, was a major goal to improving processes, and creating a more collaborative culture and exceptional place to work. To help achieve this goal, Sutter's HR department turned to longtime partner Corporate Screening for a background solution that would integrate with Oracle Taleo Enterprise Edition.

Together, a team of professionals from Sutter, Oracle and Corporate

CHALLENGE
With an HR department spread across multiple sites, Sutter Health faced the daunting challenge of centralizing its operation to streamline workflow, create consistent and compliant background standards and eliminate the use of paper forms and documents.

SOLUTION
Using Sutter's existing Oracle Taleo Enterprise system, Corporate Screening developed a first-of-its-kind OPN validated solution that seamlessly integrates background screening into the Onboarding process.

RESULTS
Corporate Screening's one-of-a-kind background screening solution integrated with Oracle Taleo Enterprise Onboarding (Transitions) to help Sutter centralize recruitment, reduce costs, go paperless and shorten overall recruitment and onboarding turnaround times.

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> The technology has allowed us to create a **fully automated** and paperless background process."

TARA DARNELL
*Recruitment Leader,
Sutter Health*

Screening, assessed Sutter's needs and implemented a background screening integration solution customized to Sutter's unique background and workflow requirements.

"The team worked together to solve initial technical challenges so that the overall process went smoothly," Darnell said. "Corporate Screening's national account manager really helped out the process. He acted as the contact person and facilitated all of the back-end processes, keeping things moving along and keeping everyone here informed."

Corporate Screening's integration with Oracle Taleo Enterprise Onboarding is a user-friendly, customized solution that features workflows that automatically initiate background checks, and it automatically interfaces with candidates when necessary.

"The integration eliminated the need for recruiters to spend time on data entry, faxing forms, uploading and entering information. Now the applicant provides much of the necessary data, saving us time so we can focus on other steps in the hiring process."

The background check ordering integrates with the Onboarding module, which allows Sutter to comply with EEOC guidelines that suggest employers wait until the latter stages of hiring to conduct background screening. Sutter staff tracks the progress through Onboarding task management solutions.

"The new technology gives us the ability to effectively track data, monitor the process, and implement targeted process improvement techniques," Darnell said. "We've seen improvements in our hiring process since going live with the integration, increasing the services provided to our new employees, which contributes to a better experience for our patients."

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