



# The Ultimate Optimization of Healthcare Preboarding

An end-to-end Employee Lifecycle Solution

## At a glance

Ellis Medicine is a privately held teaching healthcare system with over 4 locations across upstate New York. Since implementing Click Boarding in 2022, the team has drastically improved their new hire preboarding timeline and efficiency.

**Total Employees:** 2,700

**Annual Hires:** 600 Positions

**Locations:** 4 Hospitals plus Primary Care Facilities & Blood Draw Stations

**Applicant Tracking System:** Sympplr

## ELLIS' KEY CHALLENGES



- New Hire Ghosting
- Unintegrated Processes
- In-Person Paperwork
- Time from Offer to Start



## Solution Set



Preboarding /  
Onboarding



Offboarding  
for Exits



Internal  
Transitions



Click Retain  
Sentiment Tool

When the HR Team at Ellis approached Click Boarding, their outlook on employee onboarding was bleak due to a 53% new hire ghosting rate and a 100+ day onboarding period.

Employee transitions were manual and disconnected from their homegrown, custom-built IT platform. Tasks were duplicative and paper-based. New hires were required to come in person 3 times to complete activities. The laborious process often included missed steps that required rework, and there was zero visibility into progress for hiring managers.

As a complex hospital system, Ellis' needs included intricacies to ensure regulatory compliance, as well as the various policies and procedures required in the healthcare sector, such as:

- Initiate background checks, drug tests, physicals, etc.
- Request credentialing requirements, by role.
- Introduce medical check-up steps and expectations.
- Administer wage notifications and complex state tax forms.
- Support badge set-up & fingerprinting forms.
- Automatically connect to Occupational Health for status.
- Deploy procurement for equipment needs and system access.
- Build configurable process flows by location & job category.

**Ellis**  
MEDICINE



Healthcare



[www.ellismedicine.org](http://www.ellismedicine.org)



Schenectady, New York, USA

# ENTER CLICK BOARDING



Our team of HCM advisors were thrilled with the potential to solve Ellis' unique challenges. These KPIs presented an unbelievable opportunity to impact their bottom line and transition the hospital's HR division from a cost center to a revenue-generating function. Click Boarding worked with Ellis to build a comprehensive solution that addressed all of their reported challenges... and then some!

According to their CHRO, Deb Solomon, together we created a true fix to their daunting list of problems. She even shared, "working with Click, and having the tools and resources you provide, is more cost effective than bringing in outside consultants to reduce cycle times."

## ONGOING BENEFITS



Aside from the hard and fast stats below that prove the impact Ellis Medicine has seen, there's a laundry list of post-implementation benefits and improvements that must be acknowledged.

- 1 Process Efficiency**  
Ellis has gone from mountains of paperwork and manual trails to an automated solution that just works. As a result, teams can focus on meaningful work.
- 2 Unmatched Compliance**  
Ellis confidently meets compliance standards and certification requirements. Click removes the potential for human error, verifying data integrity and accuracy along the way.
- 3 Fully-automated Workflows**  
Click connects the dots in a synchronized cadence between various new hire tasks, accessible for the team in one comprehensive view, with automatic notifications.
- 4 Integrated Ecosystem**  
Click was built for integration at scale. Ellis' unique technology stack now works together in concert given our open API network and flexible options.
- 5 End-to-end Lifecycles**  
Ellis leverages Click's intuitive and configurable workflows for employees from Day 0 through an exit. As such, employees feel supported and prepared for what's next.

	Pre Click Boarding	Post Click Boarding	Impact on Organization
Filled Roles Post Acceptance	47%	99%	↑ 111%
Nursing: Time from Offer to Day 1	100 Days	14 Days	↓ 86%
Non-Nursing: Time from Offer to Day 1	100 Days	11 Days	↓ 89%
Need for In Person Meetings	3x	0x	Completely Eliminated

### So What...

If you're struggling with manual, disconnected employee onboarding and transitions, take a hint from Ellis Medicine. The longer you wait, the more it hurts your bottom line.

At Click, we are committed to alleviating the complexities within the healthcare industry. Our proven HR technology platform puts healthcare organizations ahead of the hiring and retention curve through automation.

When you're ready to chat, we're here.

[Learn more at clickboarding.com/healthcare/](https://clickboarding.com/healthcare/)