

STAY
AMAZING

NewYork-
Presbyterian

WITH WORLD-CLASS DOCTORS FROM
 COLUMBIA  Weill Cornell
Medicine

Using AI to Enhance the Candidate Experience

October 22, 2024

David Crawford

Vice President, Talent Acquisition

EMPLOYMENT APPLICATION

Personal Information

Full Name (First, Middle, Last)

| | | |
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| | | |
|--|--|--|

City/State/Zip Code

| | | |
|--|--|--|
| | | |
|--|--|--|

Phone Number

Email Address

| | |
|--|--|
| | |
|--|--|

Position & Availability

What position are you applying for?

Enter the date you can start work

| | |
|--|--|
| | |
|--|--|

Are you eligible to work in the U.S.?

How did you hear about the position?

| | |
|----------|--|
| YES / NO | |
|----------|--|

What days/times are you available to work?

| |
|--|
| |
|--|

Education

School Name

Address

| | |
|--|--|
| | |
|--|--|

Did you graduate?

Degree Earned?

| | | |
|----------|----------|-----------------------|
| YES / NO | YES / NO | Type of Degree/Major: |
|----------|----------|-----------------------|



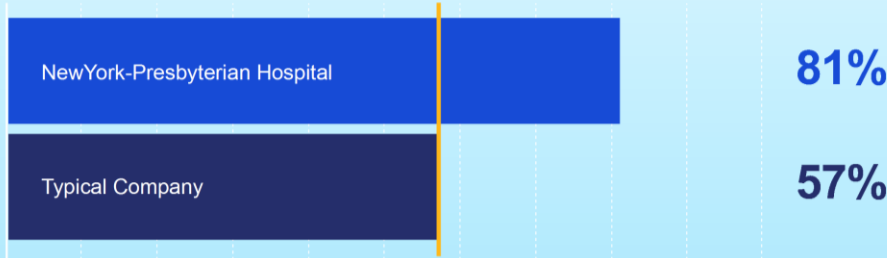


We're Great Place to Work-Certified™!



NewYork-Presbyterian
Hospital

81% of employees at NewYork-Presbyterian Hospital say it is a great place to work compared to 57% of employees at a typical U.S.-based company*



Source: Great Place To Work® 2021 U.S. National Employee Engagement Study*











Defects

Errors or mistakes that cause rework



Overproduction

Production that is more than needed or before it is needed



Waiting

People/things waiting for someone, information, or an event to happen



Neglected Talent

Not leveraging employees to their potential



Transportation

Excess movement of Items/information, resulting in wasted efforts, energy, or cost



Inventory

Holding more material or information than required



Motion


Excess movement of personnel





Extra Processing


More activities/steps than what the customer requires

Interventions to reduce Hiring Turnaround Time

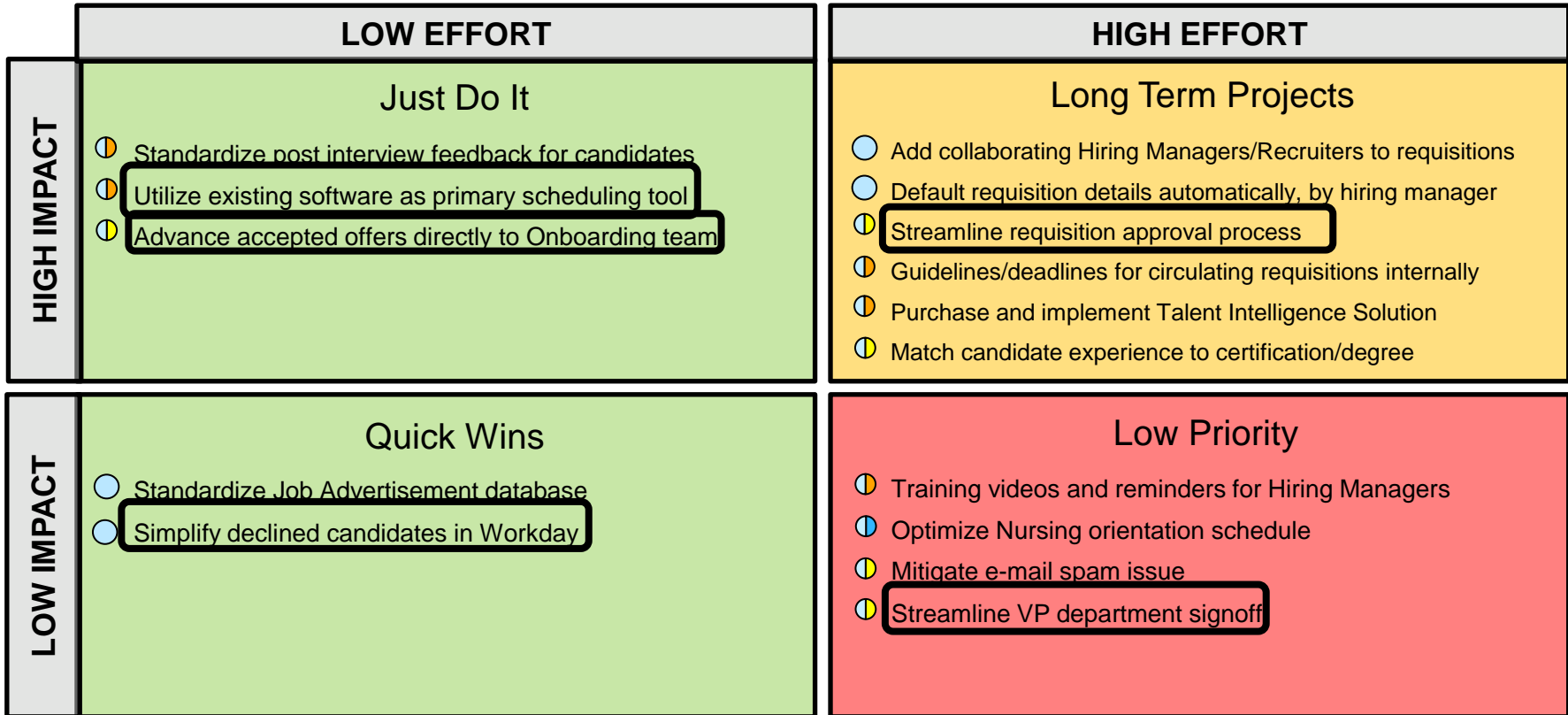
 TA can directly impact

 TA and Hiring Manager share responsibility

 TA and Onboarding share responsibility

 TA and Operations share responsibility*

*Requires assistance from IT, MSO, Finance, and/or other corporate departments






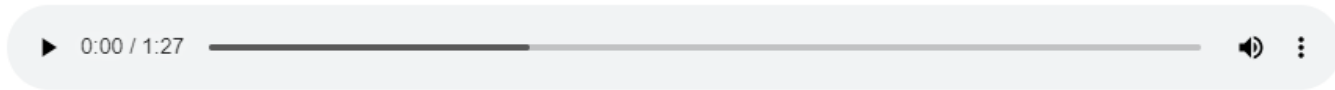
Ana

Internal

Assign • 11 minutes ago

To NewYork-Presbyterian

 Call recording



[Show call details](#)

Intelligence


☰ Summarize conversation

Intelligence

Macros 3

Some macros that may help


⚡ Leave::Employees::How do I request a leave of absence (LOA)?

Confidence: High 

⚡ Accommodations::SMS::Retrieve Info:: ADA Missing/Incomplete Info

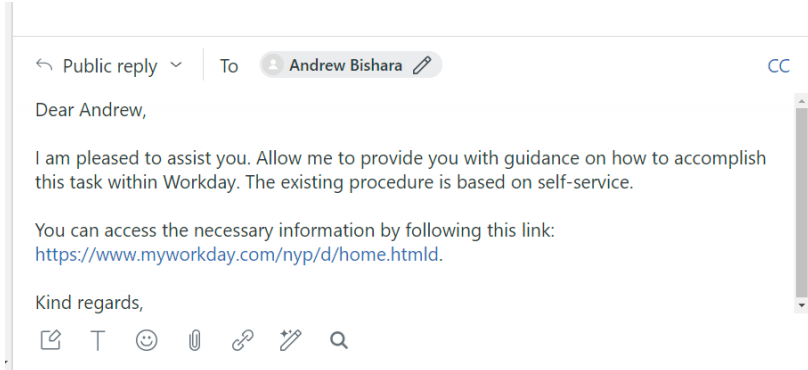
Confidence: Low 

⚡ Taxes:: Tax Portal

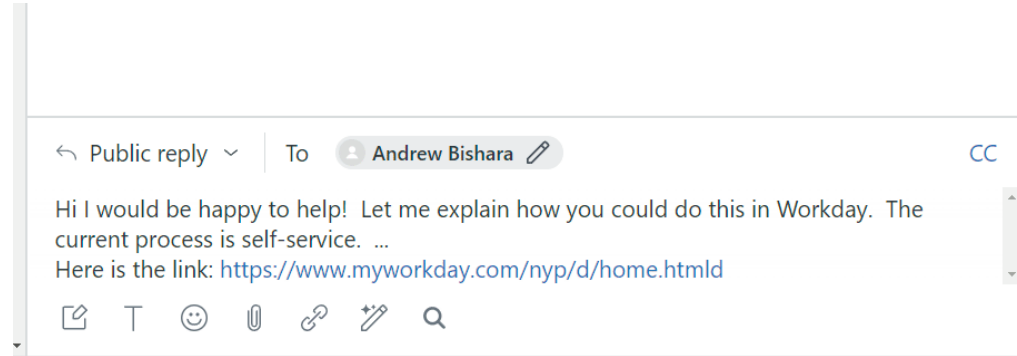
Confidence: Low 



Make response more friendly



Make response more formal



Brand
NYP HR Connects

Requester
Dani

Assignee* take it
Onboarding .../Lhia Hernan...

Followers 1 follow

Form
Onboarding Checklist

Type
Question

Priority
Normal

Tentative Start Date
September 23, 2024

Sent to Onboarding before deadline?
Exception

Hire Type
Apply macro

Welcome to the NewYork-Presbyterian Onboarding Experience

-3d | Via API

Lhia Hernandez Assign • Monday 6:00 pm

To: Dani

Hi Dani,

Here is another update. We will let you know if we need anything else from you, in the meantime we are just waiting for the background check to wrap up.

I-9: COMPLETE
Licenses: COMPLETE
Workday Tasks: COMPLETE
Medical Clearance: COMPLETE
Employment Verification: COMPLETE

Education Verification: PENDING

Thank you for sending copies of your transcript and diploma! Nothing further is needed from you. Certiphi will continue to attempt to verify with the school.

Thank you,

Lhia
(She/Her/Hers)
Team Lead - HR Connects Onboarding
NewYork Presbyterian

Internal note

Intelligence

Predictions

Summary

Dani has completed the I-9, licenses, Workday tasks, and medical clearance. Education verification is pending as Certiphi continues to reach out to Bank Street College. Dani provided transcripts and diplomas. Employment verification is complete with W-2s submitted. Dani is awaiting the background check's completion.

Today 1:47 pm

Macros 0

Merging suggestions 0

Stay on ticket | **Submit as Open**

ChatGPT Prompt

write a positive email to a candidate offering a \$165,000 salary with a \$10,000 sign on bonus, though she wanted \$183,000, because her management experience as a supervisor is less than 2 years and work experience a little over 6 years, but also let the candidate know that salaries are being reviewed this summer and an adjustment may be forthcoming.

ChatGPT Response

Hi Margaret,

First and foremost, we would like to express our appreciation for your exceptional qualifications, impressive skills, and the positive impression you made during the interview process.

We have carefully considered your salary expectations and are pleased to offer you a starting salary of \$165,000 per year and a sign-on bonus of \$10,000.

We understand that your requested salary was \$183,000, and we want to acknowledge your accomplishments and the potential you bring to the table. While we could not meet the exact figure due to your management experience as a supervisor being less than two years, we recognize your substantial contributions during your six-plus years of overall work experience.

Furthermore, we assure you that our commitment to our employees goes beyond the initial offer. As part of this ongoing process, we will review salaries this summer and ensure adjustments may be made accordingly.

In addition to the competitive salary and sign-on bonus, you will have access to our comprehensive benefits package, including health insurance, retirement plans, paid time off, and various other perks designed to support your professional and personal well-being.

We are confident in your ability to excel in this position and positively impact our organization, and we look forward to you considering this offer.

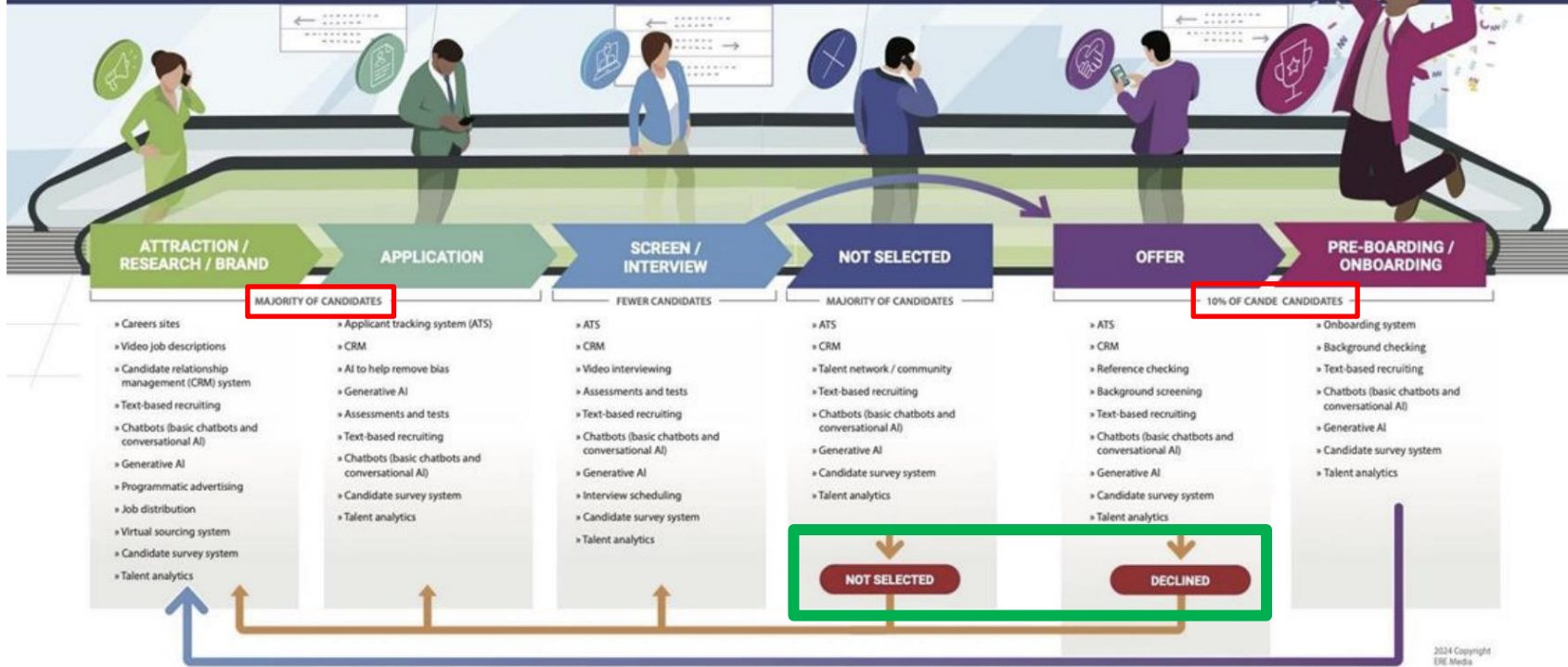
Candidate Response

Hi Mike,

Thank you for meeting me halfway, as well as elaborating further on the benefits. I am happy to accept the offer and I look forward to joining the team.

Margaret

CANDIDATE EXPERIENCE JOURNEY TECHNOLOGY CONSIDERATIONS



Learn more about #TheCandEs at eremedia.com/candidate-experience



Risks

- Incomplete or inaccurate input
- Bias and discrimination
- Lack of transparency in decision making
- Hallucinations
- Liability
- Privacy

In closing,

- Remove waste from the process
- Use technology to automate and reduce the administrative burden
- Strengthen applicant engagement through the use of (basic) artificial intelligence and machine learning

STAY
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Thank you