

Explore the New Hire Experience

(EFFECTIVE 11.03.25)



CANDIDATE EXPERIENCE

Recruiting Team:

- Candidate pre-screened by Recruiter
- Candidate receives verbal offer from Recruiter
- If Candidate accepts verbal offer, the following occur simultaneously:
 1. Email sent to Candidate with offer acceptance next steps
See "Candidate: Email #1" (slide 7)
 2. Offer letter generated in Workday that must be accepted within 48 hours
- Once Candidate clicks **ACCEPT** in Workday, the Background Check is ordered, and the Candidate is moved to **READY FOR HIRE**

Candidate is now a Pre-Hire

ACCEPT

READY FOR HIRE

PRE-HIRE EXPERIENCE

Preboarding Team:

- Pre-Hire profile created & visible in Workday
- Manager receives email to Request Access for Pre-Hire (must be requested 2 weeks prior to start date)
See "Manager: Email #1" (slide 11)
- Pre-Hire receives Welcome/Next Steps call and email from Preboarding within 24 hours
See "Pre-Hire: Email #1" (slide 12)
- Pre-Hire completes background check invite
- Pre-Hire schedules and attends pre-employment clinical screenings at First Advantage labs
- Team schedules I-9 verification session prior to start date

Once Preboarding and Clinical results are finalized, Pre-Hire is cleared for employment in Workday.

Pre-Hire is now an Employee

IF PUSHBACKS OCCUR:

- Preboarding Team contacts Pre-Hire
- Recruiting Team contacts Hiring Manager

EMPLOYEE EXPERIENCE

Talent Management Team:

Employee is registered for New Employee Welcome (NEW)

Security Team:

Employee has badge picture taken and receives badge

Employee Health Team:

- Employee completes other role specific requirements: Vaccinations, Mask Fitting, PPE etc.

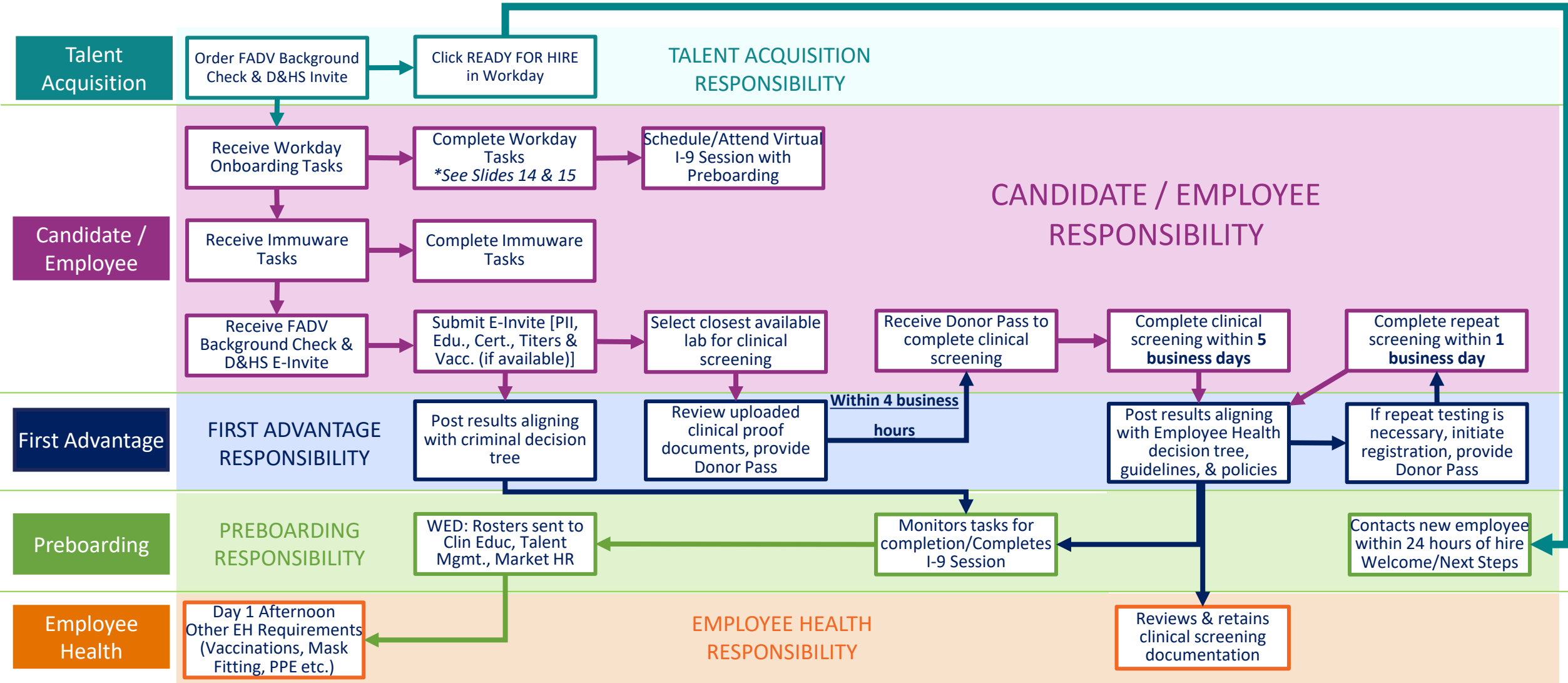
Clinical Education Team:

- Employee is registered for required clinical courses
- Team arranges for preceptors, if needed

Manager of New Employee:

- Manager enrolls Employee in EPIC courses
- Manager informs Employee where to report for work on day 2 (after Employee attends NEW on Day 1)
- Manager enrolls Employee in Campus Welcome

First Advantage Experience Roadmap



My Team Management App



My Team Management

Position Control Tools

Workforce Management and Finance Teams

- Position Control Quick Answer Guide
- Where's My Requisition
- Where's My Candidate – Recruitment in Process
- SSM Denied Job Requisitions
- Hire Status Report Effective In Range
- My Team's FTE Details
- My Team's Open Job Requisitions
- Where's My In-Progress Requisition?

Recruiting & Offer Process Tools

Talent Acquisition Team

- Workday 101: New Position Justification and Job Requisition Lunch & Learn Video
- Explore the New Hire Experience
- 120+ Days Requisition Process FAQs
- Standard Work – TA & Hiring Manager
- Standard Work for Hiring Nurse Managers - Video

Preboarding Tools

HR Preboarding Team

- Scrub and Uniform Style Guide
- Where's My Candidate – Hire In Process?
- Two Week Hiring FAQs
- Understanding the “Where's My Candidate – Hire in Process?” Report
- Understanding Provisioning - Presentation
- Preboarding Communications - Presentation

7 Stages of the Candidate Pipeline

See [Viewing the Candidate Pipeline](#) in the Workday Manager Guide



“Where’s My Candidate-Hire in Process?” Report

If the candidate is a rehire, internal transfer, a contingent worker already entered into Workday, or in the Ready for Hire stage, their Employee ID appears in this field.

The candidate's current stage in the Candidate Pipeline, either Offer or Ready for Hire, appears in this field.

If an offer letter has been generated, a date appears in this field. If no date appears, Recruiting has moved the candidate to the Offer stage but the offer letter may not be generated yet.

If accepted, the date the candidate accepted the offer letter appears in this field.

If a date appears in this field, this is the date the candidate was moved from Offer to Ready for Hire. The candidate is now in the preboarding stage. If no date appears, the candidate is still in the Offer stage.

The value in this field correlates to the status found in the Background Check, Employee Health and State Check fields combined.

If a license/certification is required for the position, this field will show the status of the verification

If the candidate is an internal transfer, Yes appears in this field. NOTE: Yes also appears for current Contingent Workers being hired as employees.

The candidate's projected start date appears in this field, (if no pushbacks).

- Clear = Candidate passed checks
- Pending = Checks in progress
- Pending - Internal = Internal candidate, checks in progress
- Blank = Not required for the position (License/Certifications only)

| Employee ID (if available) | Candidate Name | Internal? | Primary Recruiter(s) | Current Pipeline Stage (Recruiting Team) | Offer Letter Generated (Recruiting Team) | Offer Letter Accepted (Candidate) | Projected Start Date (Recruiting Team) | Pre-Hire Compliance (HR Preboarding Team) | Overall Pre-Hire Status (HR Preboarding Team) | Background Check (HR Preboarding Team) | Employee Health (Employee Health Team) | State Check(s) (HR Preboarding Team) | Licensure/ Certification Verified (HR Preboarding Team) |
|----------------------------|------------------|-----------|----------------------|--|--|-----------------------------------|--|---|---|--|--|--------------------------------------|---|
| Not Yet Assigned | Cathy Candidate | No | Recruiter Name | Offer | 09/13/2021 | Offer Letter not Accepted | 09/27/2021 | Cannot Start Background Until Moved to Ready for Hire Candidate Stage | Pending | Pending | Pending | Pending | Pending |
| Not Yet Assigned | Caleb Contingent | Yes | Recruiter Name | Offer | Offer Letter not Generated | Offer Letter not Accepted | Offer Letter not Generated | Cannot Start Background Until Moved to Ready for Hire Candidate Stage | Pending | Pending | Pending | Pending | |
| 220815 | Tammy Transfer | Yes | Recruiter Name | Offer | 09/17/2021 | Offer Letter not Accepted | 10/11/2021 | Cannot Start Background Until Moved to Ready for Hire Candidate Stage | Pending | Pending | Pending | Pending | Pending |
| 85148 | Tommy Transfer | Yes | Recruiter Name | Ready for Hire | 10/10/2021 | 10/11/2021 | 11/01/2021 | 10/11/2021 | Pending-Internal | Pending-Internal | Pending-Internal | Pending-Internal | Pending-Internal |
| 266153 | Robert Rehire | No | Recruiter Name | Ready for Hire | 08/26/2021 | 08/26/2021 | 10/11/2021 | 08/27/2021 | Clear | Clear | Clear | Clear | Clear |

Questions? (See info in column headings for who to contact in each stage of the process)

Roles in the Position Control Approval Process & Cadence

SSM Position Control

Responsibilities

| | |
|----------------------------|---|
| Region President | Decision Member <ul style="list-style-type: none"> Accountable for Final Yes/No decision for all positions (Region) Holds all ministries accountable to budget and volumes Owens the Region budget |
| Ministry President | Decision Member <ul style="list-style-type: none"> Accountable for Yes/No decision for all positions (Ministry) Holds all leaders accountable to budgets and volumes Owens the Ministry budget |
| HR Leader | Decision Member <ul style="list-style-type: none"> Responsible for Workday Training & Support Owens training, development, and status of all positions at SSM |
| Finance Leader | Decision Member <ul style="list-style-type: none"> Defines position: Budget vs Non-Budget Responsible for Axiom training & proficiency for productivity Owens the Standard Justification Tool Collaborates with hiring manager and WFM Provides analytical data (volumes/stats – Earned FTE's) |
| WFM Leader (Region) | Decision Support Team Member <ul style="list-style-type: none"> Facilitates Position Control Meetings Advises leaders on position control As requested: <ul style="list-style-type: none"> Provides additional data and information Validates data |
| CI Leader | Decision Support Team Member <ul style="list-style-type: none"> Shares Learnings with leaders across teams As requested: <ul style="list-style-type: none"> Supports with reengineering the work (if needed) Collaborates with leaders to identify opportunities for efficiencies Investigates improvement opportunities |

Position Control

Weekly Process

| | WFM | Regional Committee | System Committee |
|--------|---|--|---|
| Mon* | <ul style="list-style-type: none"> Approves System Committee Reqs (AM) Downloads Workday Report: Reqs Awaiting WFM Approval (AM) | | <ul style="list-style-type: none"> Reviews Unbudgeted, Agency, Unproductive, VP, and Shared Services Reqs. Sends Decisions to WFM |
| Tue | <ul style="list-style-type: none"> Approves: Productive Replacement, Budgeted & PRN Reqs Compiles Reqs for Regional Committee | | |
| Wed | <ul style="list-style-type: none"> Reviews Reqs Approved by Regional Committee in Preparation for System Committee | <ul style="list-style-type: none"> Reviews: Unproductive, Unbudgeted, Agency, Reqs Sends Decisions to WFM | |
| Thurs* | <ul style="list-style-type: none"> Downloads Workday Report: Reqs Awaiting WFM Approval (AM) | Timeline Summary <ul style="list-style-type: none"> ✓ Monday: WFM downloads "Reqs Awaiting WFM Approval" from Workday. Reqs not approved prior to Monday that meet regional approval criteria will not be reviewed until the following week on Wednesday. ✓ Thursday: WFM downloads "Reqs Awaiting WFM Approval" from Workday. Reqs not approved prior to Thursday that meet system approval criteria will not be reviewed until two Mondays later. | |
| Fri | <ul style="list-style-type: none"> Approves: Productive Replacement, Budgeted & PRN Reqs Compiles Reqs for Regional Committee | | |

Key Considerations:

- * Reqs must be approved by all leaders in Workday prior to the WFM downloads
- Budgeted, Replacement Productive Reqs – Approved Tuesday & Friday Afternoons
- Unbudgeted, Agency, VP, Unproductive Reqs – Reviewed by Regional AND System Committees
- All Shared Services Reqs Require Review by the System Committee

Candidate: Email #1

Candidate receives the following email after accepting verbal offer:



Dear Mark,

Congratulations on your new position at SSM Health! We are excited to have you join our exceptional team.

We've put together some timely information with a step-by-step guide to help ensure a smooth preboarding journey. The guide can be found [here](#). (Refer to slide 12)

Next Steps

Within 24 hours of receipt of this email:

1. Log into your SSM Health Candidate Home to review and accept your employment offer document using the following link: <https://ssmh.wd5.myworkdayjobs.com/ssmhealth>
2. Select "Sign In" in the upper right-hand corner using the email address and password you created when you first applied for your role.
3. Select "Candidate Home" in the upper right-hand corner. Tasks requiring your attention will appear.

If you encounter any difficulties accessing your offer documents, please contact me – my contact information is below.

We look forward to welcoming you to our Ministry!

Best regards,

SSM Health Talent Acquisition

Manager: Workday Notification #1

Watch for this notification in Workday indicating the Candidate has accepted the offer:



Offer for Job Application: Mark Potter– R257809 Asst-Laboratory I (C440079)

Congratulations! Mark Potter accepted the offer of employment for job requisition R257809 Asst-Laboratory I in 34110037 Lab Support Services. Their start date is tentatively set for 9/23/2024 pending the completion of the onboarding process. If you wish to view the progress of your new hire, please visit your My Team Management app in Workday and select “Where’s My Candidate?” within the Preboarding Tools section.

[Details](#) Off for Job Application Mark Potter- R257809 Asst-Laboratory I (C440079)

Manager: Workday Notification #2

Watch for this notification in Workday indicating the hire process is completed:



Hire: Mark Potter

At SSM Health, we have a strong history of hiring exceptional talent – and we are happy to continue this tradition with your new team member. As the hiring leader, you are instrumental in the success and engagement of your employee. To ensure that you have the information you need as you begin this professional journey together, please see important details below.

Below are details regarding your hire:

Legal Name: Mark Potter *[Additional details can be found in actual notification]*

You may also view other details about your new employee in Workday. Simply type the employee's name in the search bar and press Enter. Be sure to select the People category to filter your search. To ensure a great new employee experience, please confirm the tasks below have been completed. Copy the link below and paste into a web browser to view the New Hire Checklist in its entirety:

https://ssmhealth.sharepoint.com/:w:/s/SSMNewEmployeeCommunication/EfYEZUpvYjBAGR5cV2A3iqwBIGTHTP_GRgK1p6PrKrXn6g

Share information about scheduling the first 2-4 weeks. Copy the link below and paste into a web browser to visit the New Employee Communication Builder SharePoint: <https://ssmhealth.sharepoint.com/sites/SSMNewEmployeeCommunication>

Manager: Workday Notification #3

Watch for this notification indicating the Candidate is cleared to start:



Hire: Mark Potter

Congratulations! You have a new team member who has been cleared to start!

As the hiring leader, you are instrumental in the success and engagement of your employee. To ensure you have the information you need as you begin this professional journey together, please see important details below:

Legal Name: Mark Potter

Preferred Name: Mark Potter

Hire Date: 09-23-2024

Home Phone: +1 (314) 5551234

Home Email: MarkP@testing.com

Position: Asst – Laboratory I

[Additional details can be found in actual notification]

Manager: Email #1

Watch for this email to Request Access:



Subject ACTION REQUIRED New Hire Provisioning Next Steps

Dear SSM Health Leader or delegate:

A new team member is joining your team and is ready to have the required access and IT equipment requested.

The provisioning process must be initiated within [2 weeks prior](#) to the employee's start date.

Employees Name: Potter, Mark

Start Date: 2019-03-18

Assigned user ID: [mpotti]

SSMH Microsoft ID: Mark.Potter@ssmhealth.com

Please, reach out to your new hire to confirm:

- Details of the position
- Dress code requirements
- Their work schedule (including where and when they are expected to be after the first day New Employee Welcome is complete).

Current access automatically granted:

| | |
|------------------|--|
| Active Directory | Properly connects users to the SSMH network |
| ServiceNow | Ability to submit an e-Help ticket, only. |
| MS Authenticator | Microsoft Authenticator & Password Self-Service (enrollment will be required by user) |
| Microsoft 0365 | Email / OneDrive / Teams (for all SSMH employees) Please Note - ServiceNow request is required for Contingent Workers to be provisioned an email account) |
| Citrix Icons | Citrix icons including Epic User Prod/Playground/Training, LMS and SSMH Intranet. · Request for Epic access will need to be requested. |
| SSMH Intranet | Ability to access SSMH Intranet |
| LMS | Learning/required courses sent to all SSMH Employees and Contingent Workers |

Please visit the [Service Portal](#) to request additional system access and IT equipment.

- For 0033 (System Office) and 0009 (IHT) onboarding, click [here](#).

Please direct any questions to the [Technology Service Center \(TSC\)](#) via [eHelp](#) or calling 866-SSM-Help (866-776-4357)

Pre-Hire: Email #1

Pre-Hire receives this email within 24 hours of Accepting Offer Letter:



Hello!

Welcome to SSM Health! I am your personal Preboarding Specialist. If you need to reach me, please feel free to email or call with any questions you may have.

Preboarding Specialist Name

Preboarding.Specialist@ssmhealth.com

999-999-9999

Please use the attached **SSM Health Preboarding Requirements** document to ensure you complete all necessary tasks in a timely manner. This will help ensure you remain on track to start on the hire date listed in your offer letter. Any incomplete tasks could delay your start date!

Below is a link to view my calendar and schedule your 10-minute virtual Teams meeting to complete your I-9 requirements. This meeting should occur prior to your hire date.

[Paradox.I-9.Link](#)

I will follow up as needed for any missing tasks. Please do not hesitate to reach out to me if you have any questions or concerns about the process, I am happy to support you!

We are excited you have chosen to serve with us at SSM Health.

Thank you,

Preboarding Specialist



SSM Health Preboarding Requirements 4 Steps to complete your Preboarding

| Step | Details | Tasks to Complete |
|------|---|--|
| 1. | <p>You will receive an email from noreply@us.fadv.co</p> <p>This email from First Advantage (FADV) is the e-invite to complete your Background Check and receive your registration for your Drug & Health Screening.</p> <p><i>*You must submit this e-invite within two (2) business days of offer acceptance. **You must attend your health screening within two (2) business days of receiving your registration, or your offer may be rescinded.</i></p> | <ul style="list-style-type: none"> <input type="checkbox"/> Background Check submitted <input type="checkbox"/> Drug & Health Screen Registration <input type="checkbox"/> SSM Employee Health Consent Form Signed <input type="checkbox"/> TB Assessment Completed <input type="checkbox"/> Hep B Declination Signed <input type="checkbox"/> Tdap Documentation Uploaded (if available) <input type="checkbox"/> Influenza Documentation Uploaded (seasonal) <p>Click to download a copy of the Medical Waiver Click to download a copy of the Religious Waiver</p> <p><i>*Email completed waivers to identified committees on form. You will receive email notification of approval/denial.</i></p> |
| 2. | <p>You will receive an email from Noreply-Concierge@fadv.com that contains your registration pass for your drug and health screening.</p> <p>Attend your drug & health screening appointment.</p> <p>You must attend your health screening appointment within two (2) business days of receiving your registration pass from FADV.</p> <p>Be sure to bring the registration pass and your government-issued photo ID to your appointment.</p> | <p>Urine Based</p> <ul style="list-style-type: none"> <input type="checkbox"/> Drug Screen <p>Blood Draw</p> <ul style="list-style-type: none"> <input type="checkbox"/> Hepatitis B Surface AB Titer Quant <input type="checkbox"/> Measles, Mumps, & Rubella Titer <input type="checkbox"/> TB QuantiFERON Gold Plus <input type="checkbox"/> Varicella (Chicken Pox) Titer |
| 3. | <p>You will receive two emails from ssmh@myworkday.com</p> <p>Two separate emails will include:</p> <ol style="list-style-type: none"> 1. A link to set up a new SSM Health account in Workday* 2. Your password in the second email <p><i>*Note, this account is separate from your candidate account.</i></p> <p>Please be sure to complete this on a desktop or laptop computer, do not try to use the</p> | <ul style="list-style-type: none"> <input type="checkbox"/> Wisconsin BID Consent Form (WI new hires only) <input type="checkbox"/> Update Personal Information <input type="checkbox"/> Update Home Contact Information <input type="checkbox"/> Upload I-9 Documents (click HERE for a list of acceptable documents.) <input type="checkbox"/> Complete Form I-9 <input type="checkbox"/> Disability Self-Identification <input type="checkbox"/> Veteran Status <input type="checkbox"/> Confidentiality Acknowledgement |
| | <p><i>Once in Workday, there is a brief onboarding video available. This video will help navigate you through the site.</i></p> <p>Your Preboarding Specialist will provide you with a link to view their calendar to schedule this 10-minute meeting.</p> <p>Identification documents are uploaded during step #3. Please be sure pictures are clear, and documents are unexpired original/certified copies. Photocopies or expired documents cannot be accepted per United States Department of Homeland Security.</p> <p><i>*Note, you will be required to present the same IDs you uploaded to Workday while on camera during the meeting. If you do not bring the IDs, the meeting will need to be rescheduled.</i></p> | <ul style="list-style-type: none"> <input type="checkbox"/> Federal Tax Election <input type="checkbox"/> Elect Electronic W-2 <input type="checkbox"/> SSM Health Benefit Guide <p><i>*Note, incomplete tasks will impact your preboarding process and could delay your start date.</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Scheduled Virtual I-9 Meeting <input type="checkbox"/> Attend Virtual I-9 Meeting <p>Questions regarding your overall preboarding process?</p> <p>Contact your preboarding specialist directly. If you do not have their contact information, please use the general contact information below and a member of the team will assist.</p> <p>People Services: 844-776-6947 Email: DL-OnboardingCoordinators@ssmhealth.com</p> |
| 4. | <p>Schedule your Virtual Teams Meeting to verify your identification documents for your I-9.</p> | <p>Questions regarding your overall preboarding process?</p> <p>Contact your preboarding specialist directly. If you do not have their contact information, please use the general contact information below and a member of the team will assist.</p> <p>People Services: 844-776-6947 Email: DL-OnboardingCoordinators@ssmhealth.com</p> |

Questions regarding your First Advantage e-invite?

Candidate Support

- First Advantage login assistance
- Assistance with application
- General questions

Phone: 833-780-7902 EXT 2003
Email: CandidateSupport_Tier1B@FADV.com

Concierge Support

- Drug & health screening inquiries
- Clinic changes
- New registration form

Phone: 833-631-2427 Client Code: 8116
Email: SSMHealth_DHS@FADV.com

Click, Chat, Call

- <https://care.fadv.com/s/>

Employee: Workday Preboarding Tasks – Group 1



My Tasks | All Items | 3 items

Search: All Items

[Advanced Search](#)

- Wisconsin BID Consent Form: P201051** 12/27/2024 ☆
Security Officer I (WO) (Position Fill:01/27/2025)
Due: 12/29/2024
Effective: 01/27/2025
- Enter Personal Information: P201051 12/27/2024 ☆
Security Officer I (WO) (Position Fill:01/27/2025)
Effective: 01/27/2025
- Update Home Contact Information: 12/27/2024 ☆
P201051 Security Officer I (WO) (Position Fill:01/27/2025)
Effective: 01/27/2025

Group 1 contains two (or three) tasks employees must complete after accepting their offer letter:

1. **Wisconsin BID Consent Form (Wisconsin new hires only)**
2. Enter Personal Information (All SSM regions)
3. Update Home Contact Information (All SSM regions)

Employee: Workday Preboarding Tasks – Group 2

13



The screenshot displays the 'My Tasks' section in Workday. On the left, there is a navigation menu with options: 'All Items', 'Saved Searches', 'Filters', and 'Archive'. The main area is titled 'All Items' and contains a search bar and an 'Advanced Search' link. Below this, a list of tasks is shown, each with a title, a due date, and a star icon. The tasks are:

- Job Description Acknowledgement: P228842 Medical Assistant Certified/Registered (Position Fill:10/20/2025) Effective: 10/20/2025
- Submit I-9 ID Documents: P228842 Medical Assistant Certified/Registered (Position Fill:10/20/2025) Effective: 10/20/2025
- Complete Form I-9 Effective: 10/20/2025
- Recognition Preferences: P228842 Medical Assistant Certified/Registered (Position Fill:10/20/2025) Due: 11/20/2025 Effective: 10/20/2025
- Disability Self-Identification for Onboarding: 10/20/2025 Effective: 10/20/2025
- Veteran Status Identification: 10/06/2025 Effective: 10/20/2025
- SSM Health Confidentiality Acknowledgement: P228842 Medical Assistant Certified/Registered (Position Fill:10/20/2025) Effective: 10/20/2025
- Change Emergency Contacts for Onboarding: 10/06/2025
- Payment Election: 10/06/2025
- State Tax Election for Onboarding: 10/06/2025 Effective: 10/20/2025
- Federal Tax Election for Onboarding: 10/06/2025 Effective: 10/20/2025
- SSM Health Benefit Guide: P228842 Medical Assistant Certified/Registered (Position Fill:10/20/2025) Effective: 10/20/2025

After completing Group 1, employees must complete Group 2 containing multiple tasks:

1. Job Description Acknowledgement
2. Submit I-9 Documents
3. Complete Form I-9
4. Recognition Preferences
5. Disability Self-Identification
6. Veteran Status Identification
7. SSM Health Confidentiality Acknowledgement
8. Oklahoma HCP Responsibilities - Rights Brochure (For certain Oklahoma positions only-Physicians, Adv Practitioners, RNs and LPNs)
9. Change Emergency Contacts
10. Payment Elections
11. State and Local Withholding Elections
12. Federal Withholding Elections
13. SSM Health Benefit Guide (If Benefit eligible, will receive SSM Health Physician Benefit Guide for Physicians, SLU Hospital Union Benefit Book if Union employee, or SSM Health Executive Benefit Guide if Executive)