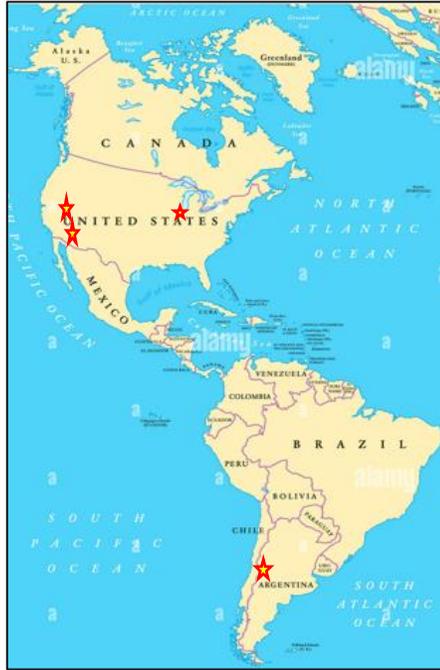


# Implementing Agentic AI to Transform Clinical Recruitment: A Practical Guide for Talent Acquisition Teams

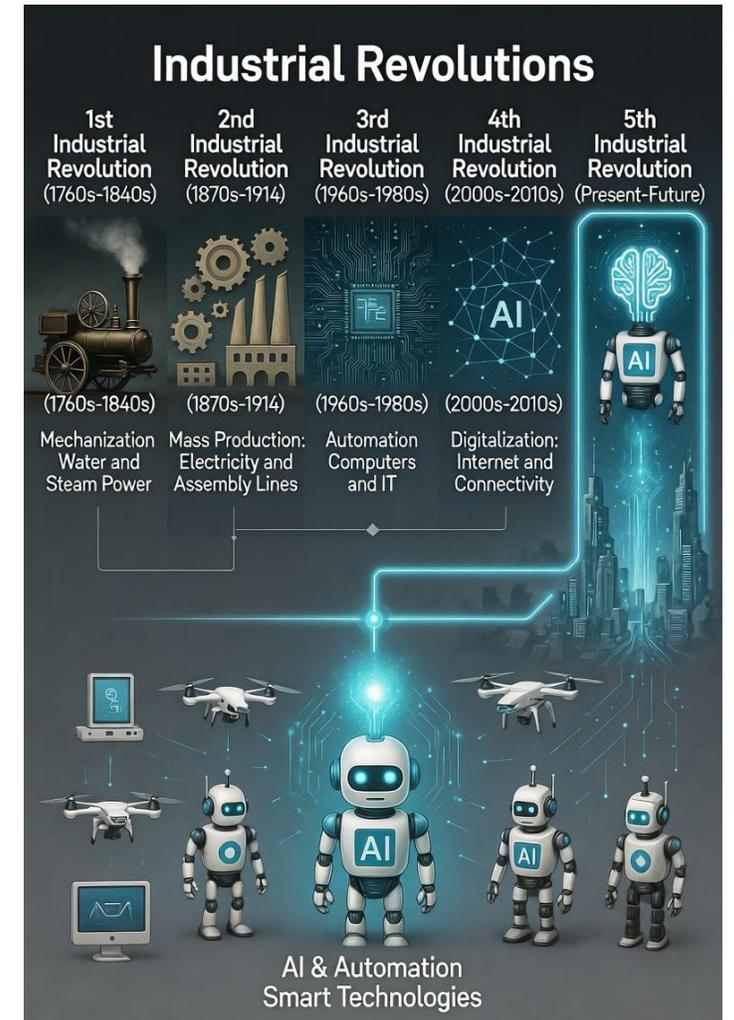
Empowering recruitment teams with practical AI-driven clinical hiring solutions

Jeff Battinus, MBA



# The Why & The How

- **We are amid the 5<sup>th</sup> industrial revolution.**
  - AI is a “singularity” event for Talent Acquisition; our entire discipline is changing right now - for the better.
- **It is our responsibility** as TA Experts & Leaders to deploy AI; ethically, morally and effectively, to enhance access to care for the patients we serve.
  - While AI is sure to have major financial implications; the goal is to enhance the candidate and ultimately the patient experience.
- **This presentation shares my recent & current journey**, to offer tools to make better informed decisions that will help shape our industries, and how recruitment evolves with AI as a consultative partner.
- While I do share some information about overcoming legal barriers, nothing in this presentation should be construed as legal advice.
  - **I am not an attorney.**



# AI in Recruitment



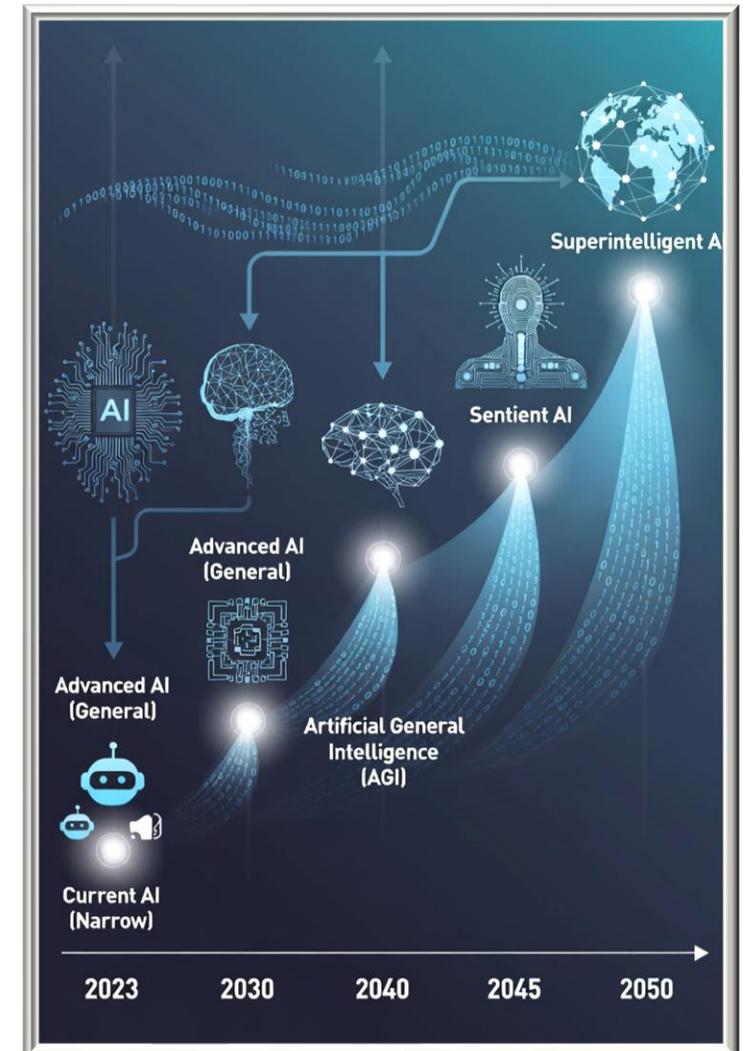
## Session Agenda

- Understanding Agentic AI and Its Potential in Clinical Recruitment
- Talent Acquisition Transformation: Laying the Foundation for AI Integration
- Practical Guide to Implementing Agentic AI in the Recruitment Lifecycle
- Influencing Change Management
- Transforming the Recruitment Team: Best Practices, Success Metrics, & Retention
- Future Trends and Considerations for Agentic AI in Clinical Talent Acquisition

# Understanding Agentic AI and Its Potential in Clinical Recruitment

# Agentic AI and the Core Features Available Today

- **Today AI is More of an Ironman Suit – Slightly More than a Virtual Assistant**
- **Virtual Team - Reduces Automated Redundant Actions**
  - Intakes, Resume Screens, Recruiter Phone Interviews, & Scheduling
- **Autonomous Decision Making**
  - Agentic AI systems independently make decisions within set boundaries, reducing human intervention.
- **Proactive Task Execution**
  - Agentic AI proactively initiates and executes tasks to enhance efficiency, especially in recruitment.
- **Self-Learning Capability**
  - These AI systems continuously learn from data to improve their performance over time – we are at narrow/general agentic AI stage in our evolution.
    - AGI (human-level intelligence) is forecasted to arrive soon, with some optimistic views pushing it to 2027–2030 at the earliest.



# Overcoming Key Challenges in Clinical Recruitment



## Regulatory Compliance

Recruiters must navigate changing and sometimes ambiguous regulations to ensure all candidates meet clinical and legal standards.

## Candidate Scarcity & Niche Skill Requirements

Limited availability of qualified candidates increases the complexity of clinical recruitment processes.

- Interview Acceptance & Completion for AI Interaction
- Clinical Needs Require Specialized Backgrounds.
- CRM & Other Data Sets Must be Accurate

## Agentic AI Solutions

Innovative AI technologies help streamline recruitment process flow and identify suitable candidates faster and more efficiently.



# AI in Recruitment: Balance Matters

Replaces the Redundant **Not** the Human Touch

## **Automation of Recruitment Tasks**

AI streamlines recruitment by automating repetitive tasks, improving workflow efficiency and reducing human error.

## **Role of Human Judgment**

Human insight is vital for assessing cultural fit and making nuanced hiring decisions that AI cannot replicate. AI should not be making hiring decisions for more than just legal risk exposure.

## **Importance of Empathy**

Empathy and positive candidate experiences, delivered through human interaction, remain crucial in recruitment success.

# Comparing Traditional Vs. AI-Driven Recruitment Approaches

## Traditional Recruitment:

Manual screening & intakes and subjective judgments and note taking dominate traditional recruitment, often leading to time-consuming and inconsistent outcomes. 100% manual scheduling.

## AI-Driven Recruitment:

AI-driven recruitment uses automation, objective analysis, and predictive insights to enhance accuracy and accelerate hiring decisions.

Each Recruiter has a virtual 365 team supporting them, 24/7/365.

Recruiters are now Navigators of AI.

- Focus on top of license work.



The Recruiter is Now a Conductor/Navigator of AI

# Talent Acquisition Transformation: Laying the Foundation for AI Integration

# Assessing Team Readiness and Change Management Strategies

## Evaluate Team Skills

Assess the current skill levels and openness of your team towards AI technologies and changes.

## Identify Barriers

Recognize potential obstacles that might hinder smooth AI adoption within the TA team, but more importantly your internal clients.

## Change Management Practices

Implement training, effective communication, and feedback loops to support change and adoption.



# Aligning AI Implementation with Business Objectives



## **Define Clear Goals & Expectations**

Establish specific AI integration goals aligned with key organizational priorities for effective implementation.

## **Be Prepared for Improved Top of Funnel & Conversion Ratios**

Faster candidate review impacts drop off significantly, more candidates touched, faster. Less loss of top tier talent.

## **Reduced Time-to-Hire**

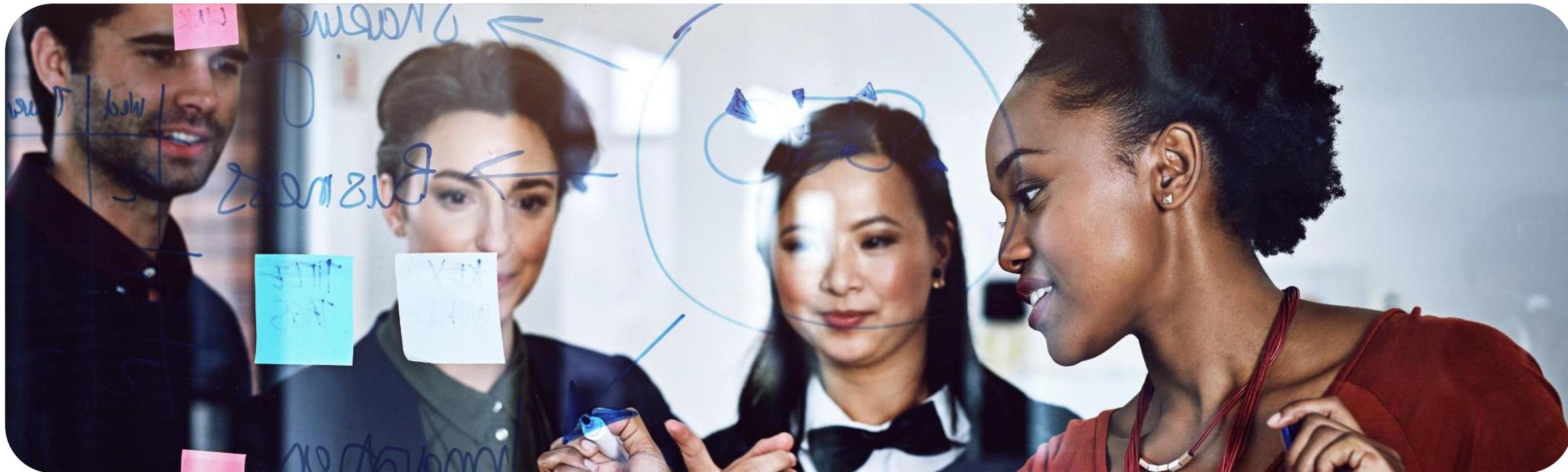
Utilize AI to streamline recruitment processes and shorten the hiring timeline efficiently.

## **Improved Candidate Quality**

Leverage AI analytics to identify and select higher quality candidates for roles, getting to your finalist faster.

## **Justify the Enhanced Recruiter Productivity**

Implement AI tools that assist recruiters in managing tasks and increasing efficiency. AI is not a replacement, it is a vehicle that can increase productivity by up to 5x.



## Building Stakeholder Buy-In and Collaborative Culture

### **Early Stakeholder Engagement**

Engage stakeholders early to build trust and demonstrate the benefits of AI in business transformation.

### **Addressing Concerns**

Identify and address stakeholders' concerns to reduce resistance to AI implementation and foster acceptance.

### **Cross-Functional Collaboration**

Promote collaboration across departments to create shared ownership of AI-driven transformation efforts.

Jeff Battinus, MBA

# Practical Guide to Implementing Agentic AI in the Recruitment Lifecycle

# Choosing the Right Technology, Partners, & Vendors

## Evaluating the Appropriate Partner

- Risk Tolerance & Ability to Innovate
- Integrated Technologies
- Current Tech Stack & Partnerships
  - Contracted obligations
- Internal Integrations & Hurdles
- Timelines for Implementation
- Anticipating Growth & Evolution in AI
  - Are they an early stage start up, or later stage looking for exit?
  - What will be obsolete in their tech stack & when?



# Ensuring Ethical, Compliant, and Bias-Free AI Deployment

**Engage Legal & IT Engagement to:**

## **Ensure Candidate Privacy Protection**

Implement strong technical measures that safeguard candidate data privacy throughout AI recruitment processes.

## **Navigate Regulatory Compliance**

Ensure AI systems comply with legal standards and regulations in recruitment practices.

## **Ensure Bias Mitigation Strategies**

Apply techniques to detect and reduce algorithmic bias to promote fairness in AI decisions.



# Selecting and Customizing AI Tools for Clinical Hiring Needs

## Clinical Recruitment Focus

Select AI tools designed specifically for clinical hiring to address unique healthcare recruitment challenges effectively.

## Customization for Job Requirements

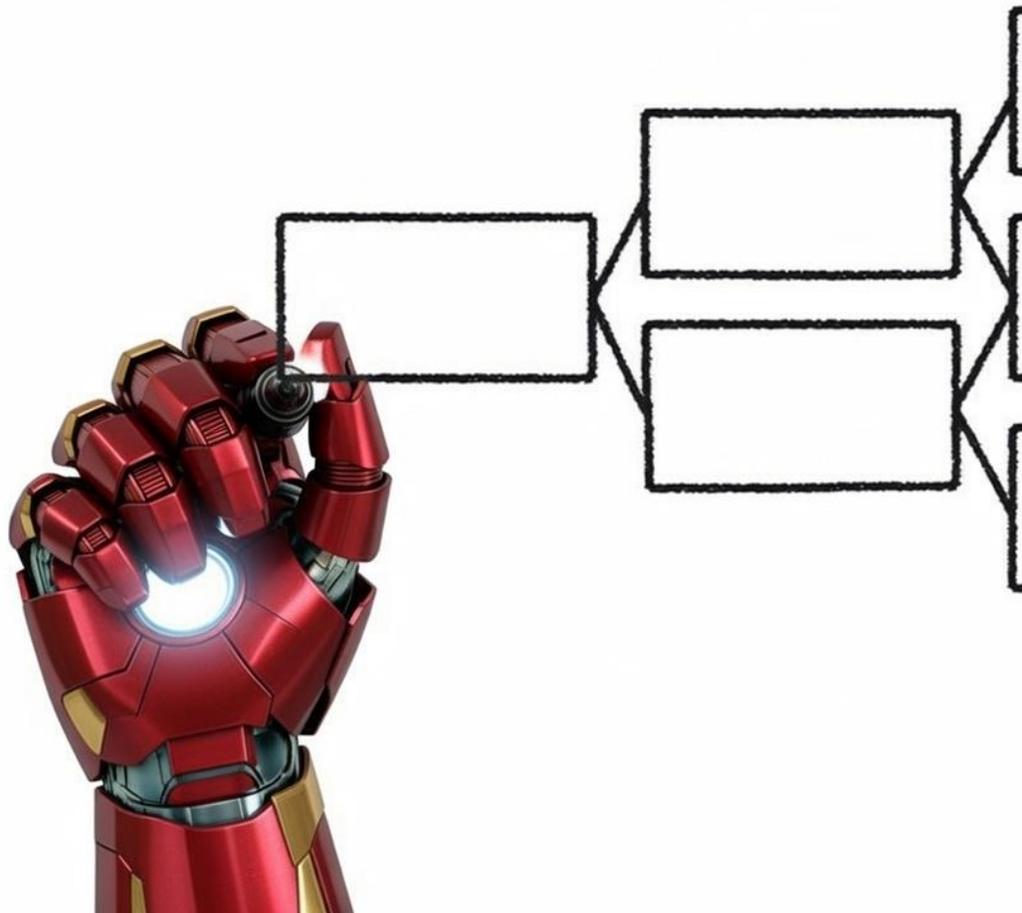
Ensure AI platforms allow customization to match specific job roles and organizational needs accurately.

## Compliance and Engagement

Choose AI solutions that support compliance with regulations and improve candidate engagement throughout the hiring process.



# Mapping the Recruitment Process and Identifying Automation Opportunities



## **Recruitment Workflow Analysis**

Examine each recruitment stage to understand processes and identify repetitive tasks suitable for automation.

## **Candidate Sourcing Automation**

Automate candidate sourcing to streamline talent acquisition and reduce manual effort.

## **Screening and Scheduling Automation**

Implement automation for candidate screening and interview scheduling to improve efficiency.

Jeff Battinus, MBA

# Transforming the Recruitment Team: Best Practices and Success Metrics

# Upskilling Recruiters for AI Collaboration

## Our Role Has Changed – Navigator vs. Recruiter

### AI Tools Training

Training recruiters on AI tools is needed, but only the beginning. Changing mindset, and understanding how to use AI as your teammate is essential.

### Data Interpretation Skills

Equipping recruiters with skills to interpret AI-generated data improves recruitment decisions and faster outcomes, but comes with risks. Replaces the hand, not the heart nor the head (wisdom)

### Enhanced Decision-Making

Combining AI insights with recruiter expertise leads to more informed, faster, and effective candidate selection.



# Measuring Impact: KPIs and ROI for Agentic AI



## Conversion & Time-to-Fill Metric

Measure conversion timeframes, and volume. TTF is important to assess recruitment efficiency improvements using AI, but not the most important metric to evaluate efficacy of AI tools.

## Quality-of-Hire Metric

Evaluate the effectiveness of hires by analyzing performance and retention influenced by AI tools.

## Candidate Engagement

Track candidate interactions to improve recruitment experience and attract better talent with AI. NPS is key.

## Recruiter Efficiency

Assess how AI enhances recruiter productivity by automating tasks and improving workflows.

# Retention of Teammates is Challenging

## Overcoming Obstacles to Avoid Attrition

- Pivot into PRN Programs – Curb External Agency Costs
- Create AI Assisted Retention & Engagement Programs
- Develop Advanced Skills of AI Navigators to Eliminate Costly Systems/Vendors
  - Job Boards
  - CRM Tools
  - Webhosts for Jobs Sites



Jeff Battinus, MBA

# Future Trends and Considerations for Agentic AI in Clinical Talent Acquisition

# Emerging AI Capabilities and Innovations

## Natural Language Understanding

AI will advance to better comprehend and process human language for more accurate communication.

## Predictive Talent Analytics

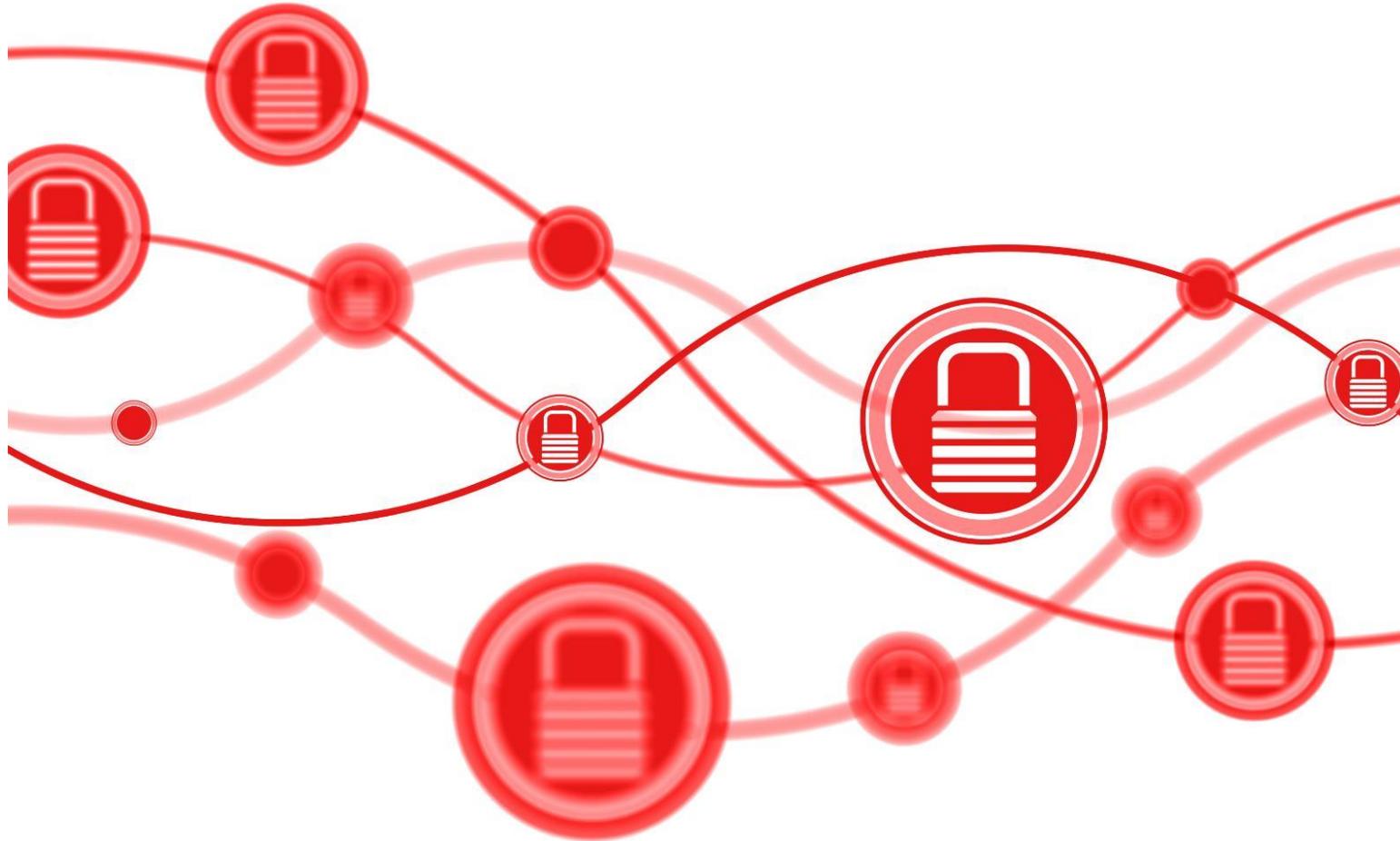
AI systems will forecast talent needs and trends, improving recruitment and workforce planning.

## Candidate Experience Personalization

AI will enhance recruitment by tailoring candidate experiences to individual preferences and needs.



# Navigating Regulatory Changes and Forecasting Roadblocks to Implementation



## **Deep Fakes are VERY Real**

Proactive dark web searches for all candidates are recommended, if using for work from home roles be weary for sight un-seen interviews.

## **Monitor Evolving Data Protection Laws**

Keep up-to-date with changing data privacy regulations impacting clinical AI applications and hiring practices.

## **Ethical Standards – No AI Decision Making**

Adhere to ethical guidelines ensuring fairness, transparency, and accountability in AI-driven clinical hiring.

## **Compliance Requirements**

Implement compliance protocols to safeguard sensitive information and meet regulatory standards in clinical settings.

Ensuring EEOC is compliant, and eliminating any bias in workflows – companywide compliance training is recommended.

# Thank you.....

## **Transformative Potential**

Agentic AI can significantly improve clinical recruitment efficiency and accuracy TODAY. Your virtual ironman suit.



## **Ethical Implementation**

Implementing AI requires ethical practices and thoughtful preparation, we are the front line for TA to do no harm.



## **Future Adaptation**

Continuous adaptation to emerging trends is vital for successful AI integration. Enhancements are compounding weekly. AGI (Advanced General Intelligence) is coming, and nobody knows when.....

