

Susan Shevlin, M.A., M.Ed., CHHR
Director Recruitment Operations & Compliance Director Talent Acquisition & Onboarding
Weill Cornell Medicine, New York, N.Y.

PROFESSIONAL EXPERIENCE

Director Recruitment Operations & Compliance Director, Talent Acquisition & Onboarding – Weill Cornell Medicine
March 2015 – Present

Responsible for Talent Acquisition, Onboarding, Compliance, and Immigration for non-academic employees. Oversee the organization's J-1 Exchange Visitor program. Responsible for the transformation of talent acquisition to align with the strategic direction of Weill Cornell Medicine.

- Successfully obtained a Notice of Compliance for an OFCCP onsite audit.
- Re-engineered HR processes in Immigration, Talent Acquisition, Onboarding, and compliance resulting in increased efficiencies for the departments.
- Developed analyzed workflow for the implementation of Success Factors ATS applicant-tracking system and onboarding modules. Currently implementing Employee Central.

Assistant Vice President, Human Resources – North Shore – LIJ Health System (Northwell Health)
Sept. 2004 – Jan. 2015

Responsible for a 17-hospital system with over 50,000 employees and a 7 billion \$ operating margin. Responsible for achieving business objectives by delivering strategic HR expertise for key organizational initiatives taking into consideration labor, regulatory, cost analysis, employee engagement, administration and policy.

- Developed workforce submission of the health system Delivery System Reform Incentive Payment Program (DSRIP) application.
- Analytics and workforce consultant for new business ventures.
- Responsible for the development of an enterprise staffing agency. Successful implementation December 2014.
- Responsible for analyzing and mapping the labor relations implications and impact for potential outsourcing partnerships.
- ICD 10 task force leader charged with preparing the organization for transition to ICD 10. Outcomes focused on training, retention and communication of clinical and financial outcomes.
- Implemented technology driven management tools to assist management review of the workforce.
- Critical member of team responsible for managing and creating the new Ebola policy.
- Developed workforce submission of the health system Delivery System Reform Incentive Payment Program (DSRIP) application.

Assistant Vice President, Talent Acquisition – North Shore – LIJ Health System (Northwell Health)
Sept. 2004 – Jan. 2015

Responsible for Talent Acquisition across the health system resulting in over 5,000 hires annually. Supervised a staff of 65 FTEs with an annual budget of over 9M.

- Developed and implemented staffing and recruitment plan for a new open heart program within targeted 3 month implementation goal.
- Collaborated with the Chief Learning Officer, CNO's and Chief Nurse Executive to develop nurse fellowship programs in Critical Care, Emergency and Pediatric specialties resulting in a minimum decrease in nurse vacancy rates of 50%.
- Reengineered organizational structure to a client-based recruitment model resulting in an increase in internal customer satisfaction. Developed and implemented staffing plans based on analysis of openings, customer feedback and benchmark data.
- Developed and implemented an external customer satisfaction survey for new hires. Used results to drive recruiter performance.
- Provided HR leadership for an interdisciplinary team, which established strategies resulting in an

annual decrease in overtime of \$10M.

- Successfully eliminating a job classification from the OFCCP audit resulting in decreasing the award to the OFCCP by \$1.25m.
- Implemented an applicant tracking system and new background vendor to increase operational efficiency and decrease cost.
- Served as the system wide Trustworthiness Officer for the Nuclear Regulatory Commission.
- Responsible for reviewing criminal backgrounds of all new hires and incumbent staff and making determination regarding employment.
- System Labor Pool Leader of the Incident Management Team during hurricane Sandy; responsible for ensuring appropriate staffing at Lenox Hill Hospital post Sandy to support an average daily census of over 100%.
- Labor management collaboration to secure NYS funding source for workforce education programs.
- Team lead for H1B grants application which resulted in grant award.

*Senior Director Recruitment & Staffing – Mount Sinai Medical Center
Aug. 2001 – Sept. 2004*

Responsible for the recruitment and staffing needs of an academic medical center, which includes a tertiary care hospital, school of medicine and faculty practice plan. Annually hire headcount of 1,800.

- Responsible for the organization's position control committee which managed FTE counts during the Hunter Group Evaluation process.
- Responsible for managing HR standards for the JCAHO survey which resulted in attainment of medical center's attainment of the highest score.
- Developed analyzed workflow and made recommendations for the implementation of iGreentree a web based ATS applicant-tracking system.
- Established an institution wide exit survey generating a 23% response rate. Provided on-going feedback regarding employee issues resulting in turnover. Analyzed termination data and published an annual termination study.

*Director Career Services – New York-Presbyterian Hospital
1998 – 2000*

Responsible for the recruitment and staffing of two academic medical centers with over 13,000 employees. Supervised a staff of 22 employees with a \$2.2M budget.

- Directed work teams, which were responsible for merging policies and procedures.
- Developed a staffing plan with nursing leadership for an anticipated New York State Nurses' Association strike. Worked with outside vendor to ensure supplemental staff was adequately credentialed and all regulatory requirements were met.
- Developed and implemented workflow for PeopleSoft. Reviewed, selected, and completed the ROI for BrassRing, a web-based APS applicant-tracking system. Developed an implementation plan, analyzed workflow and made recommendations.
- Developed an RFP for the recruitment-advertising agency resulting in better customer service for recruiters and internal customer buy-in. Consolidated advertisements and established a schedule to decrease cost.

*Coordinator, Nurse Recruitment - The New York Hospital-Cornell Medical Center
1987 – 1998*

Responsible for the staffing and selection of a staff of 1,200 FTE's

- Reengineered the Nurse Recruitment process resulting in a 50% reduction in the nurse vacancy rate. Allocated staff to priority areas. Negotiated, monitored contracts with travel nurse companies and assigned temporary travel nurses to priority areas.
- Implemented a foreign Nurse Recruitment program. Responsible for INS matters which included authoring the H1A Attestation for INS.
- Developed recruitment materials in collaboration with an advertising agency resulting in an increased

applicant pool. Developed a recruitment video in conjunction with Tony Silva Productions, which was awarded Second Place at the *American Medical Writers Association Video and Film Festival*.

- Crisis intervened with nursing staff during periods of organizational restructuring.

EDUCATION

- Columbia University, New York, N.Y.
 - Master of Education
- Columbia University, New York, N.Y.
 - Master of Arts
- The City College of New York, New York, N.Y.
 - Bachelor of Science in Nursing

CERTIFICATIONS

- Certified in Healthcare Human Resources (CHHR)

PROFESSIONAL AFFILIATIONS OUTSIDE OF ASHHRA

- Current: Search for Change board member (www.searchforchange.org)
- Current: Treasurer Chippewa Boat Club
- Current: ASHHRA Regional Board Member
- Current: Treasurer of the Chippewa Boat Club Inc.
- Past: AHHRA of Greater NY served as President, Vice President and 3 terms of Treasurer.
- Past: Treasure Brownie then Girl Scout troop

PREVIOUS VOLUNTEER, BOARD OR COMMITTEE LEADERSHIP EXPERIENCE OUTSIDE OF ASHHRA

- 2018 till present: ASHHRA Board Member
- 2012 -2017: Region 2 Regional Consultant
- 2009: Long Island Center for Business & Professional Women Achievers' Award. 2014: ASHHRA Outstanding Chapter Officer & Chapter Management Award recipient.
- Presentations:
 - Investing in Human Capital in a Changing Healthcare Environment: HANY'S Academy for Healthcare Leadership Advancement, October 28, 2014
 - BSN in 5: The Advisory Board; April 15, 2014
 - Saving Millions by Automating Onboarding: Taleo World September 11, 2012; The Conference Board, December 5, 2012 & April 27, 2013
 - Innovation in Talent Acquisition: Nurse.Com Annual Nurse Recruiter Recognition Luncheon, June 19, 2012
 - Veterans Employment in Healthcare, Veterans Employment Summit, May 23, 2012, Adelphi University
 - How to Acquire Talent in the Age of Social Media, AHHRA Human Resource Conference, September 22, 2011
 - Fast Growing Small Business Sectors: Health Services, U.S. Small Business Administration Symposium, June 28, 2011, Dowling College
 - HR Panel, Health TECH Workforce Forum, Electronic Health Record Adoption: Driving to 2015 and Beyond, May 19, 2011, University of Connecticut
 - Attract, Onboard, & Develop Employees to Impact Patient Care, Taleo World, September 15, 2010
 - Critical Care Nurse Fellowship, Kennedy Recruiting Conference & Expo, November 17, 2005 & April 2006
 - Resume Writing, The New York State Nurses Associations' 80th Convention, October 21, 1995, Lake Placid, NY

AWARDS

- 2014 ASHHRA Outstanding Chapter Officer Award
- 2014 AHHRA Chapter Management Award
- 2009 Long Island Center for Business & Professional Women Achievers' Award

CANDIDATE STATEMENT

I have been honored to serve on the board. Since the ASHHRA's independence I believe there are so many opportunities to look at overall structure of the organization and how we can expand membership and provide value to our members. I believe that there is so much we can learn from each other. Professional membership in ASHHRA has always been my go to place for professional development. I believe that it is through our members and strategic partners that we will stay strong.