

HIMSS[®]18

The leading health information and technology conference

WHERE **THE WORLD** CONNECTS FOR HEALTH

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Build a Next-Gen IT Team to Embrace Digital Disruption

Session 419, March 9, 2018

Anthem.

Tom Caudron, Staff VP, Digital Technologies (Mobile)

TEKsystems
Our people make IT possible.

Annabeth Daly, Business Development Manager

COMMITMENT

www.himssconference.org



DISCLAIMER: The views and opinions expressed in this presentation are those of the author and do not necessarily represent official policy or position of HIMSS.

Conflict of Interest

Tom Caudron

Anthem, salaried employee

Annabeth Daly

TEKsystems, salaried employee

Agenda

- Introduction
- Identifying and growing talent
- Sourcing the right candidates
- Finding the right fit for the team
- Our process
- Q&A

Learning Objectives

- Define a clear use case for a next-generation talent development program
- Integrate education, practice and collaboration elements into your onboarding program to maximize the local talent pool
- Adapt to patient expectations regarding interaction with payers and providers



Tom
Caudron

Staff Vice President,
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Annabeth
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Business Development
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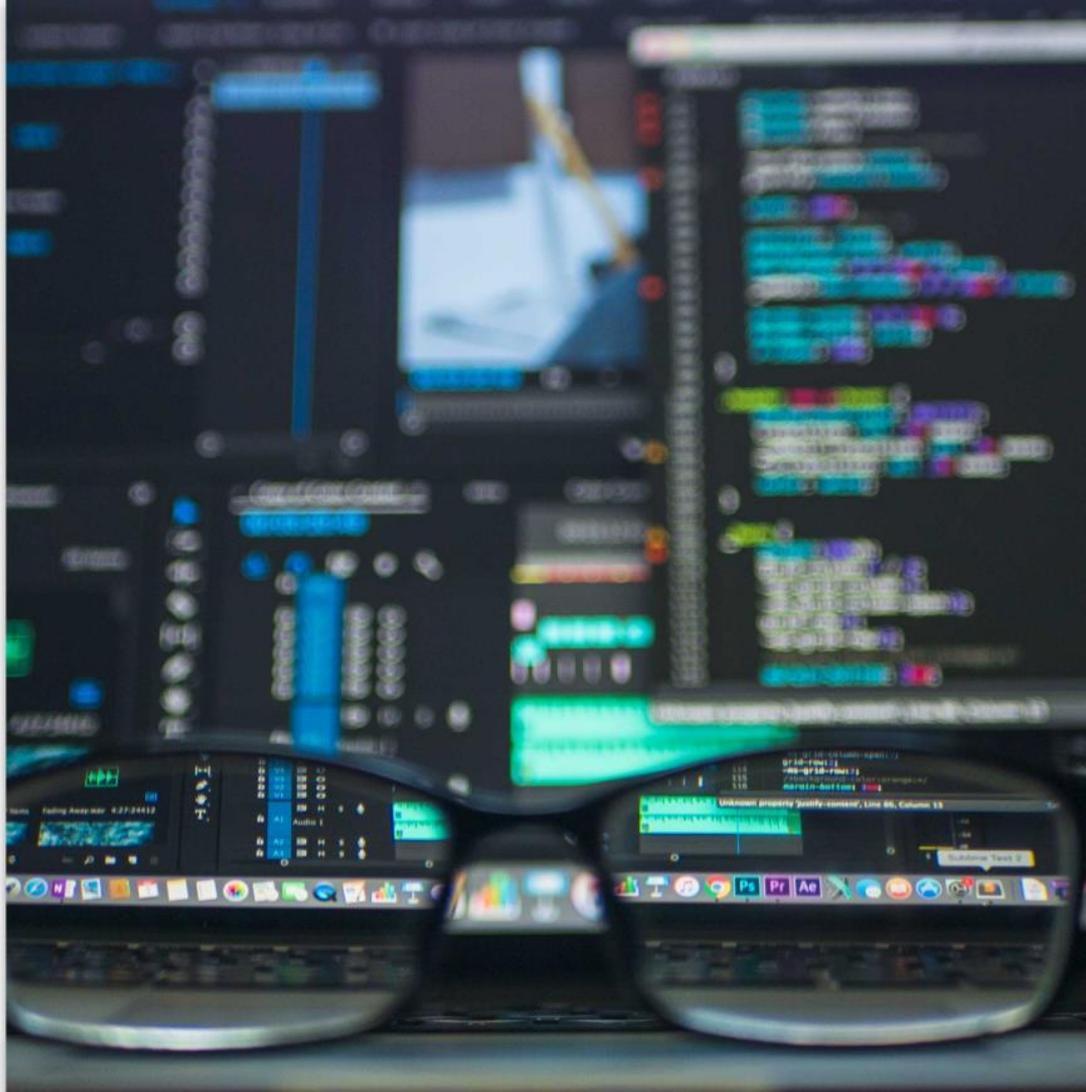




Difficulty in
**identifying
and growing**

top talent to support
our technology teams

What can I do
today
that I couldn't
do yesterday
because the
technology
wasn't there?

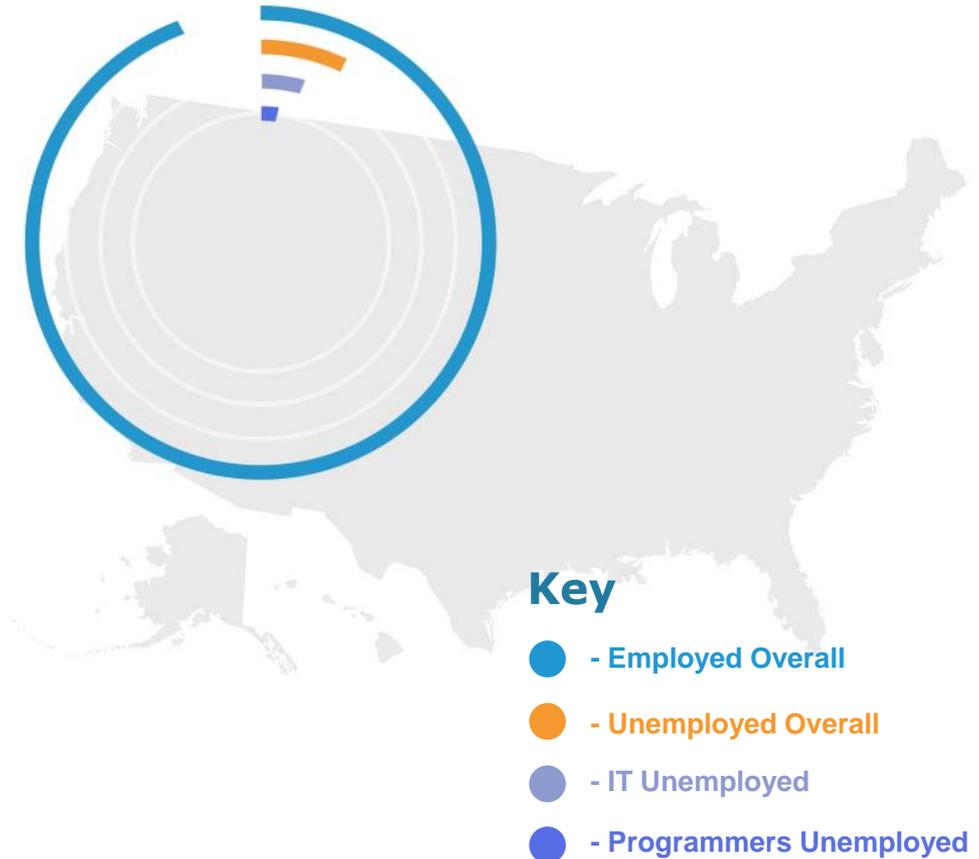


IT unemployment is low

The U.S. currently sits at 4.1 percent total unemployment.

In IT, that drops to 2.5 percent overall, and down to 1.2 percent for programmers.

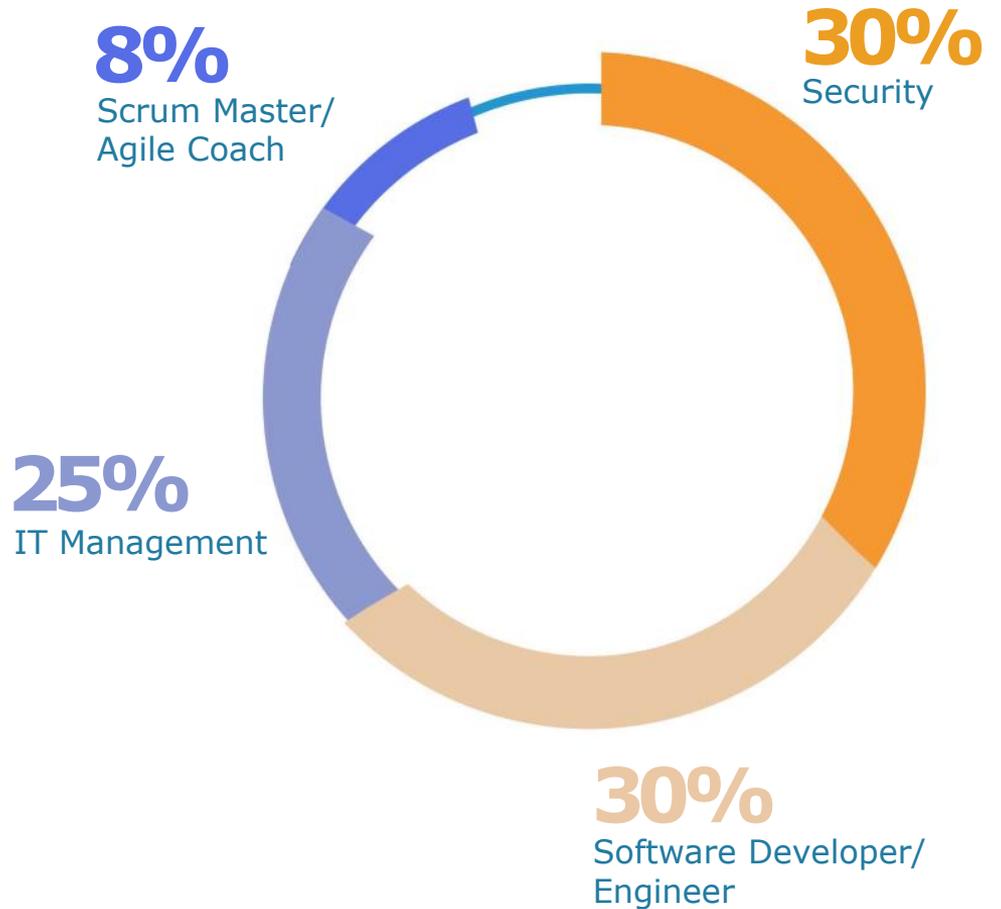
*Bureau of Labor & Statistics, Oct. 2017



Difficult-to-Fill Roles

Which skillsets would benefit from training rather than searching for in the market?

*2018 Health IT Survey, TEKsystems



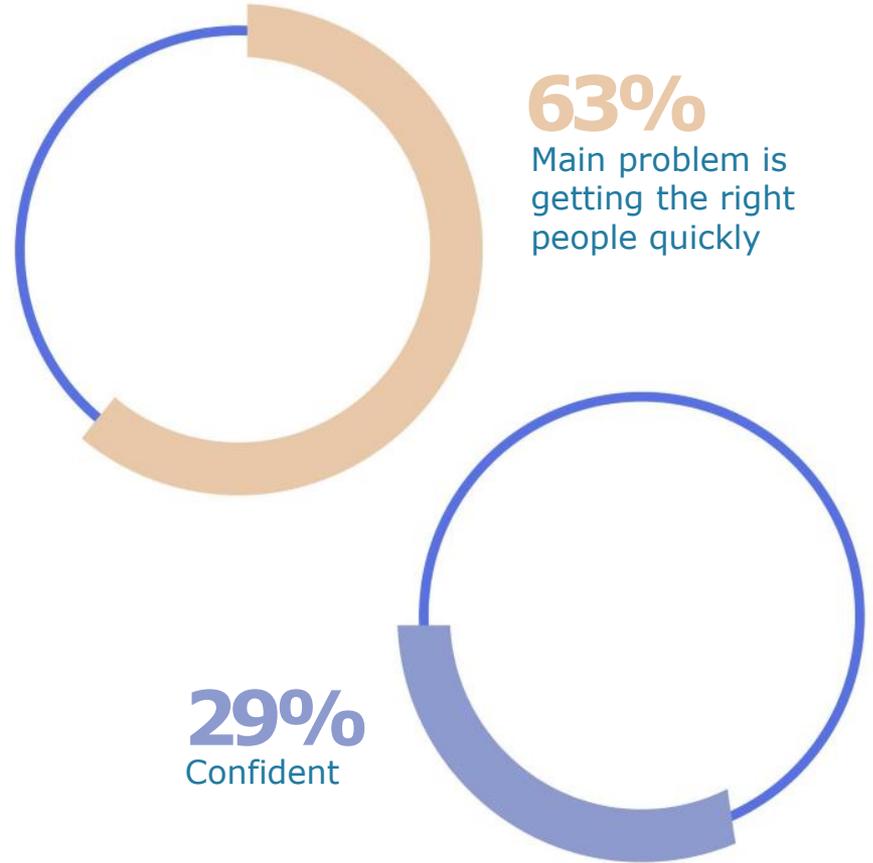
63% of Health IT Leaders

report that getting the right people in place quickly is the most difficult aspect of workforce planning at their organization

Less than 1/3 of Health IT Leaders

are confident their organization is successful at workforce planning

*2018 Health IT Survey, TEKsystems





Sourcing the right candidates:
Today and Future

Entry-level candidates
have

**great
potential**

but they lack the
skills to support
complex initiatives.



We are hiring people
to do work they have
never done before.

**We are
creating
professionals,**
not hiring them.





Finding
the right fit

Our Vision:

To continuously break the mold by building our own disruptive technologists in environments where they can be **creative** and **bold**.



We are trying
to build a team as
diverse
as the members
we serve.



Culture over Qualifications

We work hard.

We don't complain, we solve.

We teach and stay teachable.

We show our gratitude,
we share our credit,
and we promote others.

We favor meaningful interaction
over indifference.

We trust first.

We truly love crafting a quality
product for our customers.

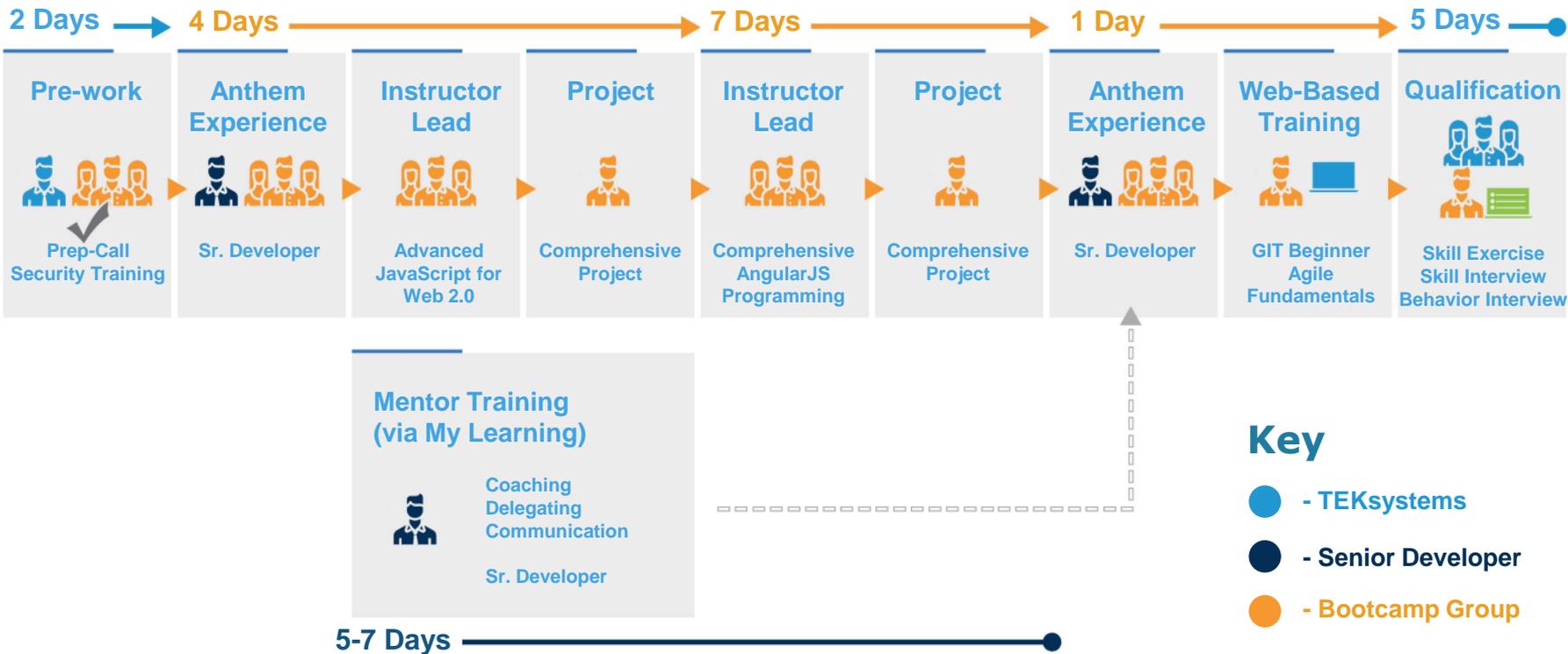




Our Process

The Next-Gen Worker

Angular Boot Camp



We assess people
objectively
and
subjectively.



Mentors

The relationship between a Next-Gen Worker and their mentor is vital to the success of the program.



From day one:

Be involved, give feedback,
see how they're growing.

Make them part of the team.



We aren't offering
just a job,
**we are
offering
a career.**



With the Next-Gen Program,
we are able to bring
**a consistent
influx of
new ideas**
into our organization.



Our work with local organizations, government and colleges has helped us

**begin to
impact
the area's
workforce.**



Key Components

to a Next-Gen Workforce Development Program



Education

Learning through
structure



Exposure

Learning through
collaboration



Experience

Learning through
practice

The Next-Generation
Workforce Program

**is most effective
for building
teams in
leading-edge
technologies.**

For readily available skillsets,
the investment vs. cost
savings do not add up.



Next-Gen vs Experienced

Next-Gen workers increase their productivity up to 50% of an Experienced developer within the first year.

85%



Retention

\$202,703

Annualized cost



Turnover

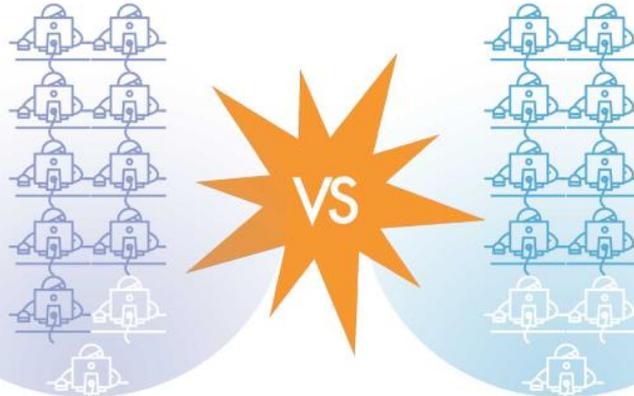
*Industry avg. up to 150% more

\$1.2m

Annual salary savings –
all people in role



Savings



75%



Retention

\$281,531

Annualized cost



Turnover

*Industry avg. up to 150% more

\$109,200

Direct salary savings –
per FTE



Savings

\$237,778

First year ROI



ROI

\$1,298,798

Future years ROI



Savings



Review

- Define a clear use case for a next-generation talent development program.
- Integrate education, practice and collaboration elements into your onboarding program to maximize the local talent pool.
- Adapt to patient expectations regarding interaction with payers and providers.

Q&A

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