

Nicole McConnell

Senior Vice President, Human Resources, Spectrum Health



Nicole McConnell is senior vice president, human resources, of [Spectrum Health](#), a not-for-profit health system comprised of 31,000+ team members, 14 hospitals (including Helen DeVos Children's Hospital), a robust network of care facilities, and the nation's third-largest provider-sponsored health plan, [Priority Health](#). In this role, Nicole is responsible for providing system HR strategic leadership to the human resources business partners (HRBP), talent acquisition and physician and advanced practice provider (APP) recruitment. Additionally, Nicole serves as the executive HRBP to the Spectrum Health West Michigan (SHWM) executive team. SHWM is made up of 14 state-of-the-art hospitals and provides extensive continuing care services. The Medical Group is the largest and most comprehensive multispecialty medical group in West Michigan, employing 1,600+ physicians and APPs.

In her current role, Nicole partnered with the human resources executive team to implement Workday, Service Now and a new human resources operating model. The HRBP team partners with the organization to proactively align leading practice people solutions to achieve business results. Areas of focus include organizational design, workforce planning, community partnerships and pipeline development, team member wellbeing, inclusion, culture and engagement, as well as workforce data and analytics. In 2021, Spectrum Health's talent acquisition team received 135,017 applications and hired a record 11,090 team members; the physician and APP recruitment team hired 211 physicians and 297 advanced practice providers.

As executive HRBP, Nicole serves as the human resources lead for the COVID-19 command center. Spectrum Health places high value on team member wellbeing and, among other initiatives, established partnerships with Care.com and Headspace to provide support for the organization through the pandemic. Additionally, several strategies were executed to stabilize the workforce including critical staffing bonuses, starting wage increases, market-based off cycle wage increases, and sign-on and retention bonuses.

Background

Nicole joined Spectrum Health in 2007 as director, human resources, of Priority Health, a nationally recognized health benefits company that focuses on improving the health and lives of its more than 1 million members across Michigan. Under her leadership, Priority Health developed a human resources business partner structure, a robust leadership development strategy, a new employee orientation experience and a formal internship program. In addition, she worked with senior leadership to conduct a talent competency analysis, which helped create an updated competency model to drive growth.

Prior to her current position, Nicole served from 2011 to 2015 as director, employee life cycle, and director, inclusion and diversity centers of expertise, of Spectrum Health. In this role, Nicole was dually responsible for overseeing the areas that enhance the employee experience, including orientation, onboarding, reward and recognition, career development and employee engagement, as well as developing and deploying strategies to increase the diversity of our workforce and improve our culture of inclusion to retain top talent.

Before joining Spectrum Health, Nicole worked in human resources at Huntington National Bank and JCPenney Corporation.

Nicole earned her bachelor's and master's degrees in business administration from [Grand Valley State University](#) in Allendale, Michigan.

Affiliations

Nicole serves on [Grand Valley State University's Seidman College of Business](#), Human Resources Advisory Board, and is a member of [The Economic Club of Grand Rapids](#) and [Inforum](#). She is a member of the [Society for Human Resource Management](#), where she obtained her Senior Professional in Human Resources certification. Nicole served on the GVSU Alumni Board and was honored with the GVSU Distinguished Alumni award in 2017. In 2015, Nicole was an ATHENA Award finalist through the [Grand Rapids Area Chamber of Commerce](#) and was recognized in 2013 as one of the Grand Rapids Business Journal's "40 under Forty." Nicole is a passionate advocate and finds time to volunteer for social causes in the community.