

The WorkForce Suite for Healthcare



Workforce management in healthcare is anything but simple. Healthcare organisations are responsible for providing exceptional care for patients on top of managing the dynamics of their workforce. The range of shifts and skills—from medical professionals to back office employees—generates a heavy administrative burden. Staffing levels, filling vacancies, overtime, and several other labour factors are all tied to an organisation's ability to deliver excellence in healthcare.

The WorkForce Suite for Healthcare helps healthcare organisations continue to improve the quality and cost of care by providing more automation, greater visibility, and better responsiveness for workforce-related tasks.

With its breakthrough user experience and modern cloud platform, the WorkForce Suite offers healthcare organisations a game-changing and innovative approach to time and attendance, award interpretation, scheduling, absence and leave management, and labour analytics solutions.

How the WorkForce Suite Helps Healthcare Organisations

Nursing Executives

- **Fatigue risk prevention:** Flags potentially overworked employees, ensures that schedules adhere to work hour limits and allow for sufficient rest periods.
- **Standardisation and automation:** Standardise workforce practices across departments, facilities, and clinics and automates all policy and regulatory calculations to further contain costs.
- **Talent development:** Effectively schedule top performers with those less experienced to accelerate knowledge transfer and elevate productivity.
- **Employee experience insights:** Employee pulse surveys delivered automatically based on situational information provide valuable insights to the employee experience.

KEY BENEFITS

- **Simplified compliance** with legislation, union or bargaining agreements, and organisation-specific rules with automation, AI-enabled digital assistants, and proactive alerts for potential rule violations.
- **Improve operational efficiency** with machine-learning labour forecasting and demand-based scheduling.
- **Detailed labour tracking and reporting** to help better account for patient care and manage labour budgets.
- **Boost employee satisfaction** by enabling a consumer-grade user experience that empowers a more collaborative approach to the work experience.

“By implementing the WorkForce Suite, we have been able to cut down the time spent on case management of our leaves by 50 percent.”

Mary Walker
HR Generalist, Tenet Healthcare”

Finance

- **Labour cost reduction:** Reduce reliance on costly contingent, agency, and overtime with optimized schedules that meet organizational objectives and support fair and predictable schedules.
- **Cost centre tracking:** Provides greater precision in cost tracking by allocating labour expenses to the appropriate cost centres, such as operating unit, department, etc.
- **Labour budget management:** Tracks hours worked and absences against projected budget amounts.
- **Labour analytics:** Enables real-time insights into workforce to minimise reliance upon agency workers as well as excessive overtime by current staff.

Human Resources

- **Labour law compliance:** Automates compliance and ensures consistent application of labour and absence legislation, union and bargaining agreements, and organization-specific rules.
- **Leave of absence management:** Provides complete audit trail, as well as secure case management component, to ensure all communication between the employee and the manager is tracked.
- **Managing time off:** Lets employees easily check balances and request time off while providing detailed team calendar views for managers.
- **Unmatched accrual accuracy:** Automates all accrual types, including annual leave, long service leave, time off in lieu, scheduled days off, and personal leave, and provides visibility into projected leave balances accounting for all accrual rules and planned usage.
- **Employee engagement:** A personalised one-stop approach that enables self-service, communication, and transparency with a mobile first and responsive design to deliver a seamless experience across desktop, smart phone, and tablet.

Management

- **Approval workflows:** Instantly notifies managers to approve timesheets when they have been submitted, indicating when time and labour activities need their attention.
- **Absence and lateness:** Real-time alerts when staff are absent or late for work to ensure gaps in coverage are filled without delay.
- **Gaps in coverage:** Identify and prioritise available employees who are qualified, fit for duty, and cost effective to fill open shifts.
- **Employee qualifications:** Confirms employee skills and certifications are up to date.
- **Activity-based costing:** Allocate worked hours to jobs, tasks, cost centres, and more.
- **Proactive alerts:** AI-enabled digital assistants prioritise urgent issues while removing the noise of non-urgent tasks with proactive alerts when labour thresholds are met or when specified events occur so action can be taken immediately.

Payroll

- **Payroll calculations:** Captures hours worked for all employees and automatically calculates hours worked, overtime, penalties, and allowances for consistent application of rules and prevention of errors.
- **Multiple jobs:** Records time worked for each job with various pay rates, rules, and approval workflows.
- **Payroll system integration:** Modern APIs make integration with any payroll solution easy.
- **Retroactive calculations:** Quickly and easily apply and pay retrospective pay rules for individuals and groups.

Let Us Help You Address Your Unique Workforce Management Challenges Together

For a personalised demo and to see how the WorkForce Suite makes work easy for over 4.2 million individuals in 85+ countries, contact the WorkForce Software team today.

